How to complain about the Care Quality Commission

Easy read version of ‘Complaining about the Care Quality Commission’
We are the Care Quality Commission (CQC). We check services like GPs, hospitals and care homes to make sure they are giving good health and social care to people.

Services will have to register with us (go on our list).

We can act to make sure poor services get better.

When we check services we give them a rating or score of:

- Outstanding (meaning really good)
- Good

- Requires improvement (meaning it needs to get better)

- Inadequate (meaning it is poor).

We put a report about each service on our website.
If you tell us when we do something wrong, it helps us learn to do things better.

This booklet tells you:

- how to complain
- what complaints we can deal with
- how we will deal with your complaint
- who can help you complain.
Complaints we can deal with

We can deal with complaints about the way we work or the way our staff do their jobs.

For example:

- giving you the wrong information
- taking too long to do something
- not being professional
- not sticking to our rules.

You can complain about something that happened to you or to someone you care for.
Complaints we cannot deal with

We cannot deal with complaints about:

- our reports or **ratings** for services. Our website tells you how to complain about this: [www.cqc.org.uk/content/requesting-review-ratings](http://www.cqc.org.uk/content/requesting-review-ratings)

- the action we take if a service gives poor care. Our website tells you how to complain about this: [www.cqc.org.uk/content/enforcement-action-and-representations](http://www.cqc.org.uk/content/enforcement-action-and-representations)

- working for us (our Human Resources Team deals with complaints about this).

- problems with **contracts** (agreements) with people who give us services.
● the government, Department of Health, NHS, local councils or other organisations we work with.

● how much services pay to be inspected by us – unless we charged the wrong amount.

● a health or social care service. There is another leaflet about this, or you can find out how to complain about this on our website: www.cqc.org.uk/content/complain-about-service-or-provider

Our website tells you how to complain about a service:

● If you are a member of staff: www.cqc.org.uk/content/report-concern-if-you-are-member-staff

● If you are a member of the public: www.cqc.org.uk/content/report-concern-if-you-are-member-public
How we will deal with your complaint

We will:

● listen to you

● be polite and helpful

● deal with your complaint fairly

● tell you how we are getting on with your complaint

● say if we have done something wrong and try to put it right
● help you find the right person to talk to if we cannot deal with your complaint.

We will look at your complaint as soon as we get it. We will try to sort it out in 7 working days.

We will tell you if we cannot deal with your complaint in 7 working days.

If we need more time, we will tell you who is dealing with your complaint and what they will be doing.

We will then write to say what we have done and what we plan to do in 30 working days.

If we need more time, we will tell you why.
If you need help to complain

We can find an interpreter, translator or signer to help you complain.

**Advocacy**

An advocacy service can help you complain. An advocate is someone who speaks up for another person.

Your local council or Citizens Advice can tell you about advocacy services in your area.

The Citizens Advice website is: www.citizensadvice.org.uk
Parliamentary and Health Service Ombudsman

The ombudsman is a free service that helps with complaints about public organisations like CQC.

They might ask you to send your complaint to us before they get involved.

If you are not happy with how we deal with your complaint, you must then ask your MP to contact the ombudsman.

You can telephone the ombudsman helpline on: 0345 015 4033

Their website is: www.ombudsman.org.uk
Your personal information

We keep a copy of every complaint. This helps us decide the best way to sort out new problems.

We tell staff what we learn from complaints with our staff. We make sure they do not know who complained.

We keep to laws about keeping and using information.

The law says you have the right to see:

- some personal information we have about you
some types of information about our work.

If you are not happy about what we do when you ask for information, please email our Information Access Team: Information.access@cqc.org.uk

If you are still not happy, you can contact the Information Commissioner.

Telephone: 0303 123 1113

Or look on their website: www.ico.org.uk
How to contact us or complain

Please contact our National Customer Service Centre.

Telephone:
03000 616161

Email:
enquiries@cqc.org.uk

Write to:
CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

They will send your complaint to our Complaints Team.
You can also look on our website: www.cqc.org.uk/contact

Please tell us if you would like this booklet in a different format or language.

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