

Complaints, Comments & Suggestions

Carers Centre Tower Hamlets actively welcomes complaints, comments and suggestions which might help to improve our current services or develop ideas for new services which will provide support for unpaid carers in Tower Hamlets.

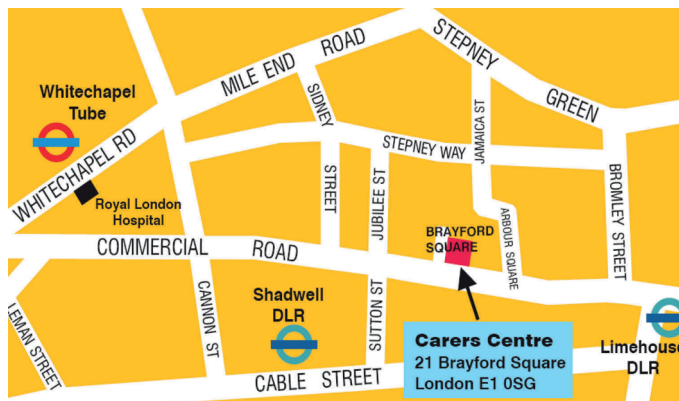
We are always interested in your views and want to hear them.

Please help us to shape the services that will be of value to you and ultimately, the person you care for.

How to Find us:

Nearest stations – Whitechapel (District, Hammersmith & City & Overground), Aldgate East (District & Hammersmith & City), Shadwell (DLR & Overground), Limehouse (DLR)

Buses – 15, 115, 135 (St Mary's & St. Michael's Church stop, Commercial Road)



The Carers Centre
21 Brayford Square
London
E1 0SG

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COMPLAINTS, COMMENTS, OR SUGGESTIONS

For Carers & other users
of our services



Working with London Borough of
Tower Hamlets Health, Adult &
Community Services

Improving & enriching the lives
of unpaid carers

Charity No: 1084930 Limited Company No: 4024413
Registered in England & Wales

HOW TO MAKE A COMPLAINT, COMMENT OR SUGGESTION

Quality is our aim

We aim to provide you, the Carer, with the best quality services to support you in your caring role. This means that we are committed to a continual process of review and improvement across the full range of our services.

If you are not satisfied with any aspect of the service you have received from the Carers Centre, or you wish to make any comment or suggestions on how we can improve our services to Carers, please tell us so that we can do something about it.

If you prefer, you are welcome to complain directly to LBTH Health, Adults & Community Services Tel: 020 7364 5000/5005

There are two ways to make a complaint and the choice is yours.

You can:

make an informal complaint to any member of staff and they will do their best to resolve the problem for you.

or

make a formal complaint either verbally to any member of staff at the Carers Centre or in writing to the Director for investigation.

Please note that we cannot accept or investigate an anonymous complaint.

What happens next?

Informal Complaints

- If we are unable to resolve your complaint immediately, we aim to give you a response within 5 working days.

Formal Complaints

- We will acknowledge receipt of your complaint in writing within four working days.
- We will investigate your complaint and keep you informed of progress.
- We aim to complete our investigation and provide you with a full response within 10 working days

If you are not satisfied with our response please contact either the Director, the Chair of the Board of Trustees or contact LBTH Health, Adults & Community Services Tel: 020 7364 5000/5005

How we help carers

CRISIS INTERVENTION SUPPORT/ WELFARE BENEFITS SERVICE AND HOUSING SUPPORT ADVICE / SHORT BREAKS FOR CARERS, AND A HOME VISITING SUPPORT SERVICE TO HOUSEBOUND CARERS / CARERS SUPPORT GROUPS AND REGULAR CARERS FORUM MEETINGS / HEALTH & WELLBEING ACTIVITIES INCLUDING MONTHLY RELAXATION DAYS AND COMPLEMENTARY THERAPIES – MASSAGE, REFLEXOLOGY & AROMATHERAPY / ARTS & CRAFTS GROUPS, PLUS OTHER SOCIAL AND LEARNING ACTIVITIES / INDIVIDUAL COUNSELLING & EMOTIONAL SUPPORT (COMPASS WELLBEING) / CARERS DROP-IN, CARERS IT HUB, AND BASIC COMPUTER TRAINING / TRAINING AND SELF-DEVELOPMENT SUPPORT DESIGNED TO STRENGTHEN CARER'S CONFIDENCE AND SKILLS, INCLUDING LATTERLY THE WORKING FOR CARERS PROJECT.

