

**If you are unhappy with our service, please get in touch.**



**If you have had poor service from us we want to know about it – so we can fix things quickly!**

## You can ring, write, text, email, or come and see us – which ever is easiest for you!

- If we do not resolve your complaint that day, a member of our staff will discuss the issue with you and provide you with a response within 5 working days
- If your complaint is about a repair carried out by Foster Property Management, please contact them directly. (Tel: 0330 1340 150)
- If you are unhappy with the outcome, then let us (or Foster) know why and ask us (or Foster) to look at it again. In this case you will receive a response within 10 working days
- At any stage you may wish to talk in confidence to the CHS Customer Complaints Panel who can advise and assist you. The Panel consists of specially trained, impartial customers
- If you are a customer in a scheme/care home you can talk to a member of staff (*You may need to book an appointment if you wish to speak to a Manager*)
- If you are still dissatisfied or unable to obtain a satisfactory resolution at the end of the CHS complaints process you may wish to involve a designated person to help you reach agreement with CHS, or to refer your complaint to the Housing Ombudsman on your behalf. A designated person may be your local councillor, MP or the CHS Customer Complaints Panel which is recognised by the Housing Ombudsman. Our full Complaints Policy can be obtained using any of the methods below.

### HOW TO COMPLAIN

- **Telephone: 0300 111 3555**
- **Mini-com: 01223 713784**
- **E-mail: [info@chsgroup.org.uk](mailto:info@chsgroup.org.uk)**
- **Write: CHS Group, Endurance House, Chivers Way, Histon, Cambridge CB24 9ZR**
- **Visit: The office and speak directly to one of our Customer Advisors.**
- **Website: [www.chsgroup.org.uk](http://www.chsgroup.org.uk)**

If you receive personal care from CHS, either in your own home, or at one of our Care Homes, you can raise your concerns directly with the Government regulators:

The Care Quality Commission –

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) or Tel: 0300 061 6161

or contact Cambridgeshire Adult Social Care Team –

Email: [feedback@Cambridgeshire.gov.uk](mailto:feedback@Cambridgeshire.gov.uk)

If your complaint is about one of our nurseries you can contact OFSTED –

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or Tel: 0300 123 1231

Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

We're here to help you.