

Got a Problem



**If you are
unhappy with
the service
you receive
tell us straight
away so that
we can put it
right.**



www.heritagecare.co.uk

Supporting
independence
and choice

We want to know if you are unhappy with your service.

How to make a complaint:

1. Speak to the staff on duty
2. Contact the Manager of your service
3. Contact Heritage Care

By telephone: 020 8502 3933

By website: www.heritagecare.co.uk

By letter: Chief Executive Kim Foo, Heritage Care, Connaught House, 112-120 High Road, Loughton, IG10 4HJ

When you contact us we will:

- Acknowledge receipt of your complaint
- Investigate your concerns. This should not take more than 15 days.
- Provide you with a written reply to your complaint within 28 days. This should explain the outcome of the investigation and any proposed actions.

You can also contact external agencies to complain.

- The Care Quality Commission (Tel: 03000 616161)
- Your Local Authority's Adult Social Care Department
- Supporting People

Any complaint will be taken seriously



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