

Governance Information: Complaints Procedure & Feedback

The Good Companions (Cumbria) Limited

Effective Date: 19 May 2026

We Welcome Feedback

At Good Companions, we are committed to providing safe, compassionate and high-quality care and support services.

We value feedback from the people we support, their families, representatives and visitors. Listening to concerns, suggestions and complaints helps us improve our services and maintain high standards of care.

We take all complaints and concerns seriously and aim to handle them fairly, respectfully and promptly.

How to Raise a Concern or Complaint

If you are unhappy with any aspect of our service, we encourage you to raise the matter as soon as possible so that we can try to resolve concerns quickly and appropriately.

Timeframe

In line with national health and social care guidance, complaints should normally be raised within 12 months of the incident occurring or within 12 months of becoming aware of the issue.

Concerns or complaints may be raised:

- in person;
 - by telephone;
 - by email;
 - in writing;
 - through a family member, representative or advocate.
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Direct Complaints Contact

Formal complaints are overseen and managed by our Registered Management Team.

Please address formal complaints to:

The Registered Manager / Complaints Lead

Mr Paul Smith

The Good Companions (Cumbria) Limited
Criffel Street
Silloth
Wigton
Cumbria
CA7 4BT

Telephone: 016973 31553

Email: admin@gchc.co.uk/

silloth@gchc.co.uk

Website: <https://goodcompanions.net/>

What Happens Next

When a formal complaint or concern is received, we will normally:

Acknowledge

Formally acknowledge your complaint within 3 working days.

Investigate

Review and investigate the concerns raised, speaking with relevant staff or individuals where appropriate.

Respond

Provide a clear written response and explanation following the investigation within 20 working days wherever reasonably possible.

Where additional time is required due to the complexity of an investigation, we will contact you to explain the delay and provide an updated timescale.

Learn & Improve

Identify opportunities to improve services, governance and care practices where appropriate.

Confidentiality & Respect

Complaints and concerns will be handled sensitively, respectfully and, wherever possible, confidentially.

Making a complaint will not negatively affect the care, support or services received.

Safeguarding & Serious Concerns

Where concerns involve safety, abuse, neglect or safeguarding matters, Good Companions may take additional action in accordance with safeguarding responsibilities and local authority procedures.

Serious concerns may be referred to appropriate safeguarding agencies, healthcare professionals, local authorities or regulatory bodies where required.

External Review & Escalation

If you remain dissatisfied following our final internal response, you may seek independent advice or escalate your concerns to the appropriate authority.

Local Government & Social Care Ombudsman (LGSCO)

The Ombudsman provides a free and independent service for reviewing health and social care complaints.

Website: <https://www.lgo.org.uk/>

Telephone: 0300 061 0614

Care Quality Commission (CQC)

The Care Quality Commission regulates our registered care services but does not normally investigate individual complaints directly.

The CQC may, however, consider complaints information as part of its ongoing monitoring and inspection activity.

Further information regarding our registered services and inspection reports can be found at:

<https://goodcompanions.net/cqc-listings/>

Equality, Dignity & Respect

Good Companions is committed to treating every individual fairly, respectfully and with dignity regardless of:

- age;
- disability;
- race or ethnicity;
- religion or belief;
- gender;
- sexual orientation;
- personal circumstances.

We believe everyone has the right to feel heard, respected and supported.

Continuous Improvement

Feedback and complaints help us review, improve and develop our services.

We are committed to learning from concerns and continuously improving the quality, safety and effectiveness of the care and support we provide.

This document is intended as a public governance and complaints information summary and does not replace formal complaints policies, safeguarding procedures, contracts or professional legal advice.