



Feedback, Complaints, Comments and Compliments Policy

Pool Together @Home CIC

Our Commitment

At Pool Together @ Home CIC, we are committed to delivering high-quality, compassionate services that support people to live safely and independently in their own homes.

We value all feedback, whether positive or negative, as it helps us to learn, improve, and ensure our services remain responsive to the needs of our community.

We encourage everyone who uses our services, as well as their families, carers, and partner organisations, to share their experiences with us.

What You Can Tell Us

We welcome:

- **Complaints**
If you are unhappy with any aspect of our service, please tell us what went wrong and how you think we can improve.
- **Compliments**
If a member of our team has done something well, we would love to hear about it.
- **General Feedback, Comments & Suggestions**
Your ideas and suggestions help us develop and improve our services across the town.

Our Promise to You

- We will treat all feedback seriously, respectfully, and confidentially
- We will respond in a fair, consistent, and timely manner
- We will use your feedback to improve our services
- Making a complaint will not affect the service you or your family receive

Pool Together @ Home CIC is a Community Interest Company registered in England and Wales
Registration Number: 16895530

Registered address: St Pauls Hall, Murray Street, Hartlepool TS26 8PD



How to Submit Feedback or Make a Complaint

You can contact us in the following ways:

Email: info@pooltogetherathome.co.uk

What Happens Next

1. Acknowledgement

We will acknowledge your complaint within 5 working days of receiving it.

2. Investigation

We will:

- Look into the issue raised
- Speak to relevant staff or contractors
- Review any records or information

3. Response

We aim to provide a full response within 10 working days.
If this is not possible, we will keep you informed of progress.

4. Outcome

We will:

- Explain what happened
- Apologise where appropriate
- Outline any actions taken to improve services

If You Are Not Satisfied

If you are not happy with our response, you can ask for your complaint to be reviewed by a senior member of the team.

Where appropriate, we can also provide information about external organisations who may be able to support you.

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Confidentiality

All feedback and complaints are handled in line with our data protection and confidentiality policies. Information will only be shared where necessary and appropriate.

Learning and Improvement

We regularly review feedback and complaints to:

- Identify trends or recurring issues
- Improve training and service delivery
- Ensure high standards of care and support

Accessibility

If you need support to provide feedback (for example, due to language, disability, or communication needs), please contact us and we will do our best to assist you.

Contact

info@pooltogetherathome.co.uk