



## Complaints and concerns

### Why do we need this guidance?

Unique Support for Unique People (US4UP) recognises that it is important to hear about the experiences of people who are using the services and to use this to improve future work. It is especially important to learn from mistakes. For this reason, we encourage people using the service and/or their families or representatives to raise any concerns or complaints they may have, so that we can find out what went wrong and make sure the same problem does not happen again. By doing this, we can rectify mistakes and improve the service for everyone using it.

### How will this happen?

When you enquire about US4UP you and/or your representative will be given information where to find all policies and procedures. These can be printed for you upon request.

If you or your family/representative have any complaints or concerns, these should be discussed with US4UP. We will take all concerns and complaints seriously and deal with them as quickly and sympathetically as possible. We will ensure that you will know the outcome within 28 days. You do not have to be afraid to make a complaint, as we really want to know about your experiences and to try to improve the service that is offered in any way we can. You can discuss concerns in any way that suits you for example in person, by phone on 07708604337, email [us4up@outlook.com](mailto:us4up@outlook.com) or send a letter to 4 Common lane, Beccles, Suffolk, NR34 9RQ. After we have looked into this, we will send you and/or your representative a letter explaining the conclusions and what action will be taken.

We will also tell you in the letter what you can do if you and/or your representative are not satisfied with the response or the outcomes. You have the right to a review of these issues and can take the matter further by contacting Norfolk County Council on 0344 800 8020 or complete their online form. Alternatively, Suffolk County Council on 0345 266 1821 or email [customerrights@suffolk.gov.uk](mailto:customerrights@suffolk.gov.uk). You can find out more about care and support through the Care Quality Commission and report your experiences. They can be contacted on 03000 616161 or email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

We will do our best to make sure that the complaints process is fair and that everyone involved in it is supported adequately. If you and/or your representative would like independent support to raise a concern or make a complaint, this can be obtained from your nearest Citizens Advice.

**Policy to be reviewed January 2026**