



How to make a Complaint

At Safe & Sound Homecare Services Ltd we endeavour to provide you with a service which meets your needs and which you are happy with. If at any time our service falls short of your expectations, we want to hear from you, so that we can put things right.

If you wish to make a complaint, please contact Karen Graham at

Safe & Sound Homecare Services Ltd
Office 2
Oval Offices
St Peter's Business Park
Cobblers Way
Radstock
BA3 3BX

Telephone 01761 410745

Email: admin@safeandsoundhomecareservices.com

All complaints will be acknowledged within 5 working days and responded to within 28 working days, where possible. If this is not possible, we will let you know and advise you of an expected timeframe.

If we are unable to resolve your complaint, please contact the Care Quality Commission (CQC) at

The Care Quality Commission
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Telephone 03000 616161



SAFE & SOUND HOMECARE SERVICES LTD

DEDICATED TO PROVIDING YOU WITH THE VERY BEST IN HOME CARE

How to make a Compliment

At Safe & Sound Homecare Services Ltd we are committed to ongoing continuous improvement and welcome feedback from our customers, good or bad, to enable us to learn and grow as an organisation, and to deliver quality services to you.

If you would like to make a compliment, or provide any feedback to us, please contact Karen Graham at

Safe & Sound Homecare Services Ltd
Office 2
Oval Offices
St Peter's Business Park
Cobblers Way
Radstock
BA3 3BX

Telephone 01761 410745

Email: admin@safeandsoundhomecareservices.com