

**Flexicare  
(Oxford & Abingdon)**

14, The Park  
Cumnor  
OX2 9QS

☎ 07342 041 388  
email: admin@flexicare.org

**Chair of Trustees**

James Ross  
email: james@flexicare.org

**Care Quality Commission**

Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

☎ 03000 616172  
Web: www.cqc.org.uk

**Oxfordshire County Council**

Childrens Contract Team,  
Joint Commissioning,  
County Hall, New Road,  
Oxford, OX1 1NA

email:  
ChildrensContractTeam@oxfordshire.gov.uk

**Step 1**

Telephone coordinator on duty

Resolved

Unsatisfied

**Step 2**

Write to Flexicare

Resolved

Unsatisfied

**Step 3**

Write to the Chair of Trustees

Resolved

Unsatisfied

**Step 4**

Contact:

Oxfordshire County Council or the  
Care Quality Commission.

*Flexicare*  
(Oxford & Abingdon)



*Comments?*

*Complaints?*

## *Comments, Problems, Concerns?*

Flexicare provides a sitting service for families who have children under 18 years of age with mental and/or physical disabilities or chronic or terminal illnesses. Flexicare is not a 'time tabled' service but uses volunteers and paid staff to provide responsive and fully flexible support at a practical and emotional level.

We at Flexicare welcome any comments you wish to make on the service we offer, so that we can meet the needs of families and make any improvements required.

Please speak to the Coordinators about your ideas, or put your comments in writing to Flexicare so that they can be discussed.

Flexicare does not tolerate families, volunteers or Coordinators being subjected to verbal, physical or psychological abuse or racist or sexist remarks.

## *If you do have a complaint*

As a user of Flexicare, a volunteer, or a member of staff, you are entitled to know how to make a more formal complaint if at any time you feel you need to. If you should wish to do so, please follow these steps. You are free to contact the Care Quality Commission or Oxfordshire County Council at any time.

### **Step 1**

Ring the Flexicare number and ask to speak to whichever one of the Coordinators you would prefer to speak to (it is entirely acceptable to state your preference). If the person you choose to speak to is not immediately available, they will ring you back to discuss your concerns as soon as possible. You can ask for this to be conducted in confidence at this stage. This Coordinator will do their best to resolve the problem or will advise you on how to proceed.

### **Step 2**

If you do not wish to discuss the problem over the telephone, please either ask for one of the coordinators to visit you or put your concerns in writing to the Flexicare Manager/Senior Coordinator. Within 28 days of your complaint being received you will be informed of the action (if any) which will be taken.

### **Step 3**

If you are dissatisfied with the response you may write to the Chair of the Trustees, at the email overleaf, who will respond to you within 28 days.

### **Step 4**

If you remain unsatisfied, you may take your complaint to Oxfordshire County Council, or to the Care Quality Commission. You are free to proceed to Step 4 at any time if you feel that your complaint is not being dealt with satisfactorily or if, due to the nature of your complaint or concern, you feel it can only be resolved through a third party.