

# Concerns and Complaints Pathway

Your concern or complaint is received by Leading Lives



Named person will make contact and explain the complaints process. They will discuss the concern/complaint. We will ask you what you would like to happen and work together to resolve wherever possible.



We were able to resolve your concern. Actions and learning recorded and outcome shared.



No further action



Your complaint is resolved. Actions and learning recorded. Outcome provided within 21 days.



Unable to resolve concern. Further action is required.



Complaint to be investigated. We aim to resolve your complaint within 21 days.



Some complaints may trigger Leading Lives to follow a full formal investigation. This could make the process longer.

If you are still not happy with the response, please read below.

If your complaint is still not resolved and your services are commissioned by Suffolk County Council you can contact the Complaints Team (Customer Rights):

**Online:**  
[www.suffolk.gov.uk/feedback](http://www.suffolk.gov.uk/feedback)

**email:**  
[customerrights@suffolk.gov.uk](mailto:customerrights@suffolk.gov.uk)

**Phone:**  
01473 260711

**Post:**  
Endeavour House, Russel Road,  
Ipswich, IP1 2BX

**Or you can contact:**

**The Local Government and Social Care Ombudsman**

**The CQC Helpline:**  
0300 616161