

Complaint Outcome Summary – for upheld complaints only

Name of Service:	Avena Healthcare
Complaint Case Number:	CAS-01233-T5Q4W

1. Complaint Overview
<p>The complaint areas we investigated were:</p> <ul style="list-style-type: none">a) All staff do not have suitable PVG (Protecting Vulnerable Groups) and reference checks relevant to their role in the service.b) Staff are unable to raise concerns safely.c) Supervision and support of psychology staff is insufficient.