

Our home welcomes any comments, concerns or complaints about the services delivered or how to improve the running of the home. All complaints or concerns about the service are treated seriously.

A concern or query with regard to any issue can be raised with a member of the Management Team, or the Nurse in Charge. This person will act swiftly to resolve the issue as quickly as possible. Depending on the nature of the concern, this will be recorded in the Low Level Concerns file. This will be recorded in your presence to ensure that the details are correct, along with what action has been or will be taken.

The Low level Concern is then reviewed and followed up as necessary by the Home Manager.

Should the concern be of a more serious nature the Duty Manager or Nurse in Charge will request that you complete a Complaints Form that will be passed to the Home Manager. The contents of any concern or complaint will be kept strictly confidential. The complaints can be then placed in an envelope and put in the box in reception. The management of the complaint will be as per policy 301.

Alternatively, you are at liberty to put your Concern or Complaint in writing via e--mail.

We aim to deal with most issues immediately. If we are not in a position to do so you and your representative will be responded to in writing within 28 days. If you are at that stage still not satisfied you may raise your issue with the local authority, CQC (Care Quality Commission) or The Local Government Ombudsman(LGO)

Care Quality Commission
Care Quality Commission National
Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Telephone: **03000 616161**
Email: enquiries@cqc.org.uk

Department of Corporate
Resources & Customer
Services/Complaints
Resolution Team
7th Floor, Taberner House
Park Lane, Croydon, CR9 2BA
Tel: 0208 726 6000 ext 62753
complaints@croydon.gov.uk

Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH
advice@lgo.org.uk

