



COMPLAINTS PROCEDURE HANDBOOK

This handbook explains how to make a complaint about a service you have received from us.



COMPLAINTS PROCEDURE

We try our best to deliver the highest quality care at all times. Our residents are at the heart of everything we do and by listening to the people we care for, and their families, we will hopefully improve our services.

For this reason we take all complaints we receive very seriously and do our best to work with you to resolve them as soon as possible. If you are dissatisfied with any part of our service please talk to us.

Please find below the Company structure with which to both raise and escalate your concern:

STAFF MANAGEMENT TEAM Please contact your relatives immediate staff management team in the first instance.	ADMINISTRATOR Please contact the home's Administrator if your complaint relates to a financial matter.
REGISTERED MANAGER If you are not satisfied with the response from the responsible staff team, then the next step is to contact the home manager.	OPERATIONS MANAGER If you feel your concern has not been addressed to your satisfaction by the home, then please contact our Operations Manager.

In every instance we encourage contact with the care home directly, as this is nearly always the best way we can assist you to achieve a positive outcome. Hopefully the staff member in charge, or the home manager will be able to resolve your complaint quickly, however, if we need to conduct a fuller internal enquiry, it may take up to 28 days for us to give you a comprehensive response.

If you feel that this process has been unsatisfactory then you have the right to escalate your concerns to other agencies, including:

Local Authority, Nottinghamshire County Council, Social Care Complaints
03000 80 80 80

Care Quality Commission
03000 616161

Local Government and Social Care Ombudsman
Once your complaint has been fully dealt with by My Care Ltd. if you are not satisfied with the outcome you can refer your complaint to the Local Government and Social Care Ombudsman (LGSCO) and ask for it to be reviewed. The LGSCO provides a free, independent service. You can contact the LGSCO for information or to register your complaint:
T: 0300 061 0614 W: www.lgo.org.uk/adult-social-care/
Or write to: **The Local Government and Social Care Ombudsman, PO Box 4771, Coventry CV4 0EH**
The LGSCO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.





CARE QUALITY COMMISSION
CITYGATE, NEWCASTLE UPON TYNE, NE1 4PA

- Telephone: 03000 616161
- Email: enquiries@cqc.org.uk