



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

The Local Ombudsman

He /She are an independent person whose role is to investigate complaints against the council, e.g. where a mistake by the council has caused injustice, or where the council has not done something it ought to have done. Such failures are called "maladministration".

The role of the Local Ombudsman is explained more fully in a booklet obtainable from the Citizens Advice Bureau or the Commission for Local Administration in England,

21 Queen Ann's Gate, London.SW1H 9BU (01812225622)



Local Authority,
Nottinghamshire County Council, Social Care Complaints

- Telephone: 03000 80 80 80
- Website: www.nottinghamshire.gov.uk/care/adult-social-care



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

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