

Introduction

The atmosphere in the home should be such that residents will feel able to make a complaint or express some concern and feel confident that the complaint or concern would be dealt with quickly and fairly. Complaints can provide a focus for improvement of care provision.

Complaints or suggestions may be received from individuals or groups of residents.

Aims

To ensure that all complaints are dealt with quickly (within 28 days), efficiently and fairly and the knowledge gained is used constructively to improve care.

Actions

Any complaint or suggestion will be dealt with in the strictest confidence, free from reprisals and conducted in a sensitive and caring manner. Residents will be encouraged to bring complaints or express concerns on any subject to the attention of - in the first instance - to either their Key Worker or to the proprietors. All complaints will be recorded in a complaints book as will the action taken to rectify the situation. The complaint must be responded to within 28 days.

Once your complaint has been fully dealt with by The Manor House, if you are not satisfied with the outcome you can refer your complaint to one of two organisations depending on your funding arrangement. If you pay your fees privately then you can contact the the Local Government Ombudsman (LGO) and ask for it to be reviewed. The LGO provides a free, independent service.

The LGO Advice Team can be contacted for information and advice, or to register your complaint:

T: 0300 061 0614 W: www.lgo.org.uk/adult-social-care/ (there are links to an enquiry form and a complaint form on this page)

Or write to: The Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH

The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

If you are fully or partly funded by any government agency then you can raise your complaint with Care Direct on 0345 1551 007.

Our service is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time. You can contact the CQC at:

Care Quality Commission National Correspondence

Citygate, Gallowgate

Newcastle upon Tyne NE1 4PA

T: 03000 616161

W: www.cqc.org.uk/contactus.cfm

Modified 12th February 2018