

Your Right To Complain

By law every Care Home or Social Care service must have an efficient process for dealing with complaints and it is the Home's duty to respond promptly and fairly to all concerns raised.

You can use this notice to help improve our services. All comments, complaints, and suggestions are welcome in order to help us ensure that we deliver the best possible service.

What is a complaint?

A complaint is when you inform the management of the Care Home that you are not satisfied with, or have concerns about the quality or type of service received. Examples of complaints could be:

1. A lack of care.
2. A delay in receiving care.
3. The conduct or attitude of the Care Home staff.
4. The choice of meals.

If you feel that you have been discriminated against in any of these areas because of your race, sex, or disability then you should complain.

Who can complain?

Any user of the Care Home's facilities, i.e. Residents, Relatives or Visitors. Staff may also complain and in addition may use the 'Grievance Procedure' if this is more appropriate.

How can you complain?

Talk to the person who is in charge at the time of the cause of your complaint or speak to the Home Manager at the earliest opportunity. Your complaint may be verbal or in writing.

Who might help you?

- ◆ Social Services (i.e. your social worker or body assisting your funding)
Adult Social Care & Health, Nottinghamshire County Council, Lawn View House, 40 Station Road, Sutton in Ashfield, Nottingham, NG17 5GA. (Telephone: 01623 434000)
- ◆ The Care Quality Commission (the registration body for all Adult Care Homes)
CQC, East Midland Region, Citygate, Gallowgate, Newcastle upon Tyne, NE14PA. (Telephone: 0300 0616161)
- ◆ AgeUK (formerly known as Help the Aged and Age Concern)
www.ageuk.org.uk or Telephone: 0800 1696565
- ◆ Counsel and Care (A national charity working with older people)
www.counselandcare.org.uk or Telephone: 0845 3007585

In addition help/assistance may also be obtained from Citizens Advice, Advocacy groups, Disability groups or Voluntary organisations.

What will happen next?

The Manager in charge will contact you to record your complaint. You can have someone with you at all times for support, a relative, friend, or an advocate. The Manager will look into your complaint. However, if it cannot be resolved, it will be handed on to the Proprietors of the Care Home who will arrange for the Manager of another Home to carry out an independent investigation. A response will be issued within 28 days.

You will be notified about the outcome of your complaint in writing.

If you are funded by social services your care manager will be informed of the complaint, you can contact them yourself at any time and can also choose to refer the complaint through them rather than the Home at any stage.

If you are unable to get a satisfactory reply from the Home and/or from your local social services department then you can complain to:

The Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH
(Telephone: 0300 0610614 or 0845 6021983), www.lgo.org.uk

Document Review date: 27/10/2017

Document available in other formats including large print & pictograph