



How to Make a Complaint

We welcome all customer complaints knowing that while they are never pleasant to receive, they are a necessary and useful method of understanding how we are falling short of our standards. In turn, complaints can then be used to make improvements and avoid reoccurrence.

If you wish to make a complaint, please do so by following these simple steps:

1 Speak to a member of the nursing home staff. You can talk to whomever you feel comfortable but speaking to the Person in Charge (PIC) will ensure you speak directly to the person who is responsible for the management of complaints, also known as the Complaints Officer. If you decide to speak to someone else, they will take your concern and then pass on the details to the PIC as soon as possible.

2 If you feel you would like to write your complaint, please feel free to do so. Letters or emails should be sent to the PIC, details of which can be found on the Contact Information Sheet on the website. Detail exactly what has concerned you and try to include dates, times, names etc. On receipt of the letter, the PIC will contact you to discuss in person.

If the PIC is the subject or is involved in the complaint, (s)he will not participate in the investigation of the complaint - this will be passed to another member of the senior management team.

3 Be honest. We need to know the truth and promise we won't take offence. The PIC (or her deputy) will investigate your concern and get back to you with the outcome of that investigation. During the process the PIC will maintain contact with you either in person, by phone or in writing.

The investigation process will be carried out as quickly as possible, but no longer than 30 days from the day the complaint was received. Any necessary delay will be communicated to you along with the reason for delay. The outcome of the investigation will be sent to you in writing.

4 Should you wish to have assistance or support in the complaints process, we can provide the contact details for the Patient Advocacy Services or Sage Advocacy Services to offer independent assistance.

Appeals

If you are not satisfied with the outcome, we have our own appeals process.

All appeals go directly to the Review/Appeals Officer for the home (whose details can be found on the 'Who to Contact with a Complaint' button on the website) and must be received within 10 working days of the outcome of the investigation. The appeal/review is conducted no later than 20 days following receipt of the request and the outcome of the appeal/review shall be responded to in writing.