

Complaints Policy

It is our policy that all comments, suggestions and complaints are dealt with quickly and effectively.

We shall make every effort to provide the best possible service. However, there may be occasions when people are not happy with the service.

We recognise the right of all service users, relatives, representatives and members of staff to inform us of any problems or complaints they may have.

We are always looking to improve our services. All comments, suggestions or complaints regardless of how small they may appear will be treated seriously and used to improve the service offered.

All complaints received will be recorded and investigated by the manager within 28 days of receiving the complaint. In the first instance every effort will be made by the home manager to rectify the complaint.

The manager will make arrangements to discuss the outcome of the investigation with the complainant. However, if the home cannot rectify the complaint to the complainant's satisfaction the complainant may at any stage contact the Commission for Social Care Inspection at the following address;

London Region
Care Quality Commission
Citygate
Gallowgate
Newcastle-upon Tyne NE1 4PA
Tel. General Enquiries 03000 616161
Fax 03000 616172

Social care email:

enquiries.london@cqc.org.uk
registration.london@cqc.org.uk

Website: www.cqc.org.uk