

We welcome your feedback

Our commitment to you

We will listen and act on any feedback that you want to share with us as we are committed to ensuring that all our residents receive the highest levels of compassionate care whilst they live in any of our homes.

You can be assured that any concerns and complaints raised with us will be dealt with quickly and sympathetically, and by taking into account the individual circumstances.

Any complaints that you share with us will be treated and managed in a confidential manner.

We will share any learning and improvements that we need to make in an open and transparent way.

How to complain to RCH Care Homes

The most effective way to share any concerns and get matters resolved is to raise your issues with the senior representative on duty in our home at the time of your complaint, this is usually a nurse or senior carer who will listen, act and respond to address your concern in that moment. Comments, concerns and complaints can be made either verbally or in writing.

You can also email the General Manager of the home directly to share any feedback.

You are also invited to leave feedback on our digital signing in platform. If you indicate that you are unhappy in any way a member of our team will contact you to discuss further, and to help resolve your concerns.

If your complaints are not managed effectively for you at a home level you can then escalate them to the senior managers of the group by emailing complaints@rchcarehomes.co.uk

We will respond within 3 working days to acknowledge receipt of the complaint and share with you who has been allocated to manage and resolve your concerns.



We will investigate all of your concerns within 28 days of receipt of your complaint or we will advise you when we will respond if we believe it may take longer. Our response will be detailed and include clear findings and any lessons learned and the timescales for these to be implemented

Where a resident lacks confidence or capacity to make a complaint, staff will help them in a way that they find the most supportive. Alternatively, the manager accepts comments and complaints made by others acting on their behalf.

The home will supply, on request, a written copy of the complaint's procedure to any resident or anyone acting on behalf of a resident. Our Complaints Policy can also be found on our website rchcarehomes.co.uk

We will always want to resolve all complaints "in house", but recognise that this may not always be possible.

Other external options for residents, relatives or representatives to make their complaints to

- You can ask the social services customer care manager to assist in making a complaint where this applies.
- You can use the NHS complaint process where your care, treatment and support is funded by the NHS, whether or not that care, treatment and support was provided in an NHS facility.
- If you are not satisfied with the findings or outcomes once the complaint has been responded to, you have the right to refer the matter to the next stage of the complaints system which is the Local Government Ombudsman who can be contacted at:

Tel: 0300 061 0614

E-Mail: advice@lgo.org.uk

www.igo.org.uk

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



You may also choose to make our regulators aware. We fully support our residents right to share information about their complaint, at any stage, to The Care Quality Commission.

The Care Quality Commission can be contacted at:

**CQC South East Region, Citygate
Gallowgate, Newcastle Upon Tyne NE1 4PA**

The Care Quality Commission is the independent regulator of all health and adult social care in England. **www.cqc.org.uk**. For general enquiries, call the National Customer Service Centre (NCSC) on 03000 616161 or email **enquiries@cqc.org.uk**

Personal data is processed in accordance with the General Data Protection Regulation (GDPR) and relevant data protection law. Information on the processing of personal data by CQC can be found at: **<http://www.cqc.org.uk/about-us/our-policies/privacy-statement>**

Statutory requests for information made under access to information legislation such as the Data Protection Act 1998 and the Freedom of Information Act 2000 should be sent to:

information.access@cqc.org.uk

The Care Quality Commission will not investigate individual complaints but is happy to receive information about care providers.