

Residents or others acting on their behalf:

- Will have their comments and complaints listened to and acted on effectively
- Know that they will not be discriminated against for making a complaint, or have any negative impact on their care, treatment or support
- Can be assured that concerns and complaints will be dealt with quickly and sympathetically, and by taking into account the individual circumstances
- Will be informed of timescales and the process, and kept regularly updated on the progress of the investigation
- Staff in the home welcome comments and complaints when the level of service delivered does not meet the needs of the resident or where other concerns and complaints have been identified.
- Comments and complaints can be made either verbally, through sign language or in writing.
- Where a resident lacks confidence or capacity to make a complaint, staff 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.



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

- They can ask the social services customer care manager to assist them in making a complaint where this applies.
- They can use the NHS complaint process where their care, treatment and support was funded by the NHS, whether or not that care, treatment and support was provided in an NHS facility.
- If they are not satisfied with the findings or outcomes once the complaint has been responded to, they 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.lgo.org.uk

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



- We recognise that there is a fine divide between a “grumble”, “a comment” and a “complaint”. Residents and their relatives / representatives do not need to make a “formal complaint” for their dissatisfaction to be acted upon.
- If we receive a “grumble”, “comment” or “informal complaint” and you are not happy with our response, you can request that we consider it as a “formal complaint” instead.
- All complaints will be acted upon quickly and effectively.
- We recognise that complaints are not personal criticism and will ensure that complaints are seen as an opportunity to improve the level and standard of service provided.
- We will endeavour to resolve all complaints “in house”, but recognise that this may not always be possible.
- The complaints process is confidential.
- 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.
- 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 National Customer Service Centre

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Telephone: 03000 616161 | Fax: 03000 616171



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



Formal Complaints

- ▼ **Formal complaints should be made in writing wherever possible. This can include emails. Please email: complaints@rchcarehomes.co.uk or call 0208 138 0111**
- ▼ **We will respond within 3 working days to acknowledge receipt of the complaint**
- ▼ **We will investigate within 28 days of the date of acknowledgement. If the investigation cannot be completed in that time frame, we will provide a revised conclusion date**
- ▼ **Complainants will receive a written Complaints Investigation Report once the investigation is complete**
- ▼ **There may be a “close out” meeting afterwards to discuss outcomes**
- ▼ **We will check to see if you are satisfied with the outcome of the complaint.**