

Complaints Policy

Easy Read Guide

Pendennis Residential Home

What is a complaint?



A complaint is when you tell us you are unhappy about a service and you want a response from us.

You may be unhappy because:

- We do something in the wrong way.
- We do something that should not have been done.
- We do not do something that should have been done.



This easy read guide is about how to make a complaint about our services.

Please tell us what you think



We would really like you to tell us what you think about our services.



Please tell us what you think is good about the service.



Please tell us what you think is bad about the service.



Please tell us what we can do to try to make it better.

Who can help you tell us?



There are lots of people who can help you to tell us what you think:

- Manager of the service
- Social Worker
- Friends
- Family

How you can tell us



By email: pendennis64@gmail.com



Or phone: 01803 551351



Or by writing a letter to:

Pendennis Residential Home

64 Dartmouth Road

Paignton

TQ4 5AW

What happens if I complain?



We will treat you fairly.
We want to help put things right for you.



We will contact you within 7
days of reading your complaint
to let you know we have read it.



We will talk to you about your
complaint and make sure we
understand what the problem is.



We will listen to what you have told us
and tell you what we will do about it.



We will write to you to answer your
complaint within 28 days.

If you are unhappy with our response



You can tell our director. His name is Richard Jupp



By email: richard@langbury.com



He will look at your complaint and write to you within 28 days.

