

Complaints Procedure

All concerns or complaints will be responded to promptly, within a maximum of 28 days, and naturally will be treated in the strictest confidence.

Initially, residents should discuss any concern with the Manager Sam Ebdon. She will welcome suggestions and comments from residents about the care and administration within the Home. Residents may feel happier when making suggestions if they are accompanied by a relative or friend.

This should prove the quickest solution. The Manager likes to be the first to know of any problems perceived by the residents, as she is normally in the best position to carry out swift remedial action.

If this approach is unsuccessful or the problem cannot be resolved by the manager, it should be passed in writing to:

Care Quality Commission

South West Regional Contact Team

Citygate

Gallowgate

New castle upon tyne

NE1 4PA

Tel 03000 616161

Fax 03000 616172

Notwithstanding the above arrangements, residents have the right to make all complaints directly to the Commission for Social Care Inspection.

Sam Ebdon

September 2015