

BETHEL/ BETHESDA COMPLAINTS PROCEDURE **REVISED 2011**

In order to maintain a happy and homely environment, it is imperative that residents, relatives, visitors inform us of any problems or grievances they may have at the time the problem arises. We as providers encourage and support a culture of openness within the home. This procedure addresses the matter of how residents and/or their relatives and representatives make complaints about anything which goes on in the home, both in terms of the treatment and care given by staff, or the facilities which are provided. You are assured that any complaint will be listened to, taken seriously and acted upon effectively and that no complainant will be discriminated against, but treated in a manner that respects their human rights and diversity in a fair and equal way. Unreasonably persistent complainants will also be responded to in a fair and consistent manner, ensuring that the point they make is properly considered. We also welcome constructive suggestions and positive comments.

Receiving, handling considering and responding To Complaints

Minor problems should be brought to the attention of the senior on duty, who will do their utmost to resolve the situation immediately. The matter will automatically be reported by the staff member to the management. In the event that the complaint is of a more serious nature, or if a minor complaint has not been dealt with satisfactorily, the matter should be raised with the named contact the Manager or Proprietor either verbally or in writing e.g. letter or Complaint's Form available from the home. We would hope that in most cases, any complaints will be handled, considered and resolved very quickly. However the details of the complaint, and the desired outcome, have to be properly understood. In the event that we need to gather more information, or speak to other people we will guarantee to respond within a maximum of 28 days and inform the complainant of the process and progress of any internal investigation.

CQC (Care Quality Commission) state on their web site CQC;

If you would like to make a complaint about a care home or service you should contact your provider in the first instance. **Complain about a care home or service:** find out what to do if you are unhappy about your social care service.

C. Q.C (Care Quality Commission)

East Midlands Region,

City Gate,

Gallow gate,

Newcastle Upon Tyne

NE1 4PA

Tel; 03000 616161

If the complaint cannot be resolved to your satisfaction by the management, then you may wish to make a formal complaint to The local Ombudsman.

The Local Government Ombudsman will investigate complaints regarding alleged unfair Treatment for all service users.

Local Government Ombudsman

PO BOX 4771

Coventry

CV4 0EH Telephone: 0300 0610614 for Adult Social Care.

Or TEL; HELPLINE 0345 015 4033 8.30 a.m- 5.30 p.m Mon-Fri

Email; phso.enquiries@ombudsman.org.uk

For help to make a complaint contact e.g. relative, close friend, Age UK Leicestershire (Tel: 0116 222 0555) **Age UK** (formerly known as Help the Aged and Age Concern) provides advice and fact sheets that may be able to help you.

- In some areas Citizens Rights for Older People (CROP) can provide advice and assistance.
- You can get help from your local **Citizens Advice Bureau**.