

Abbeyfield Tamar Extra Care Society Complaints Procedure

We are committed to providing you with an excellent service but we understand that we may not always meet your expectations. We want to know if this is the case. Don't be afraid to complain. Reporting your concerns to us will help us to improve the service we provide to you as well as to other residents.

You may wish to make a formal complaint. You can do this yourself or you can ask a relative, friend or sponsor to do so on your behalf. You may also wish to get independent advice from the Citizens Advice Bureau, from Age Concern or from a solicitor. You will find details in the telephone directory.

If you wish to make a formal complaint, you are asked to follow the steps below.

- Discuss your concerns with the registered manager. Tell them that you are making a formal complaint. Ask them to make a written note of the subject and the date of your complaint and check that it has been noted down correctly.
- If you do not hear anything within a week, you should put your complaint in writing to the Executive Chairman at tamar.chair@theabbeyfield.co.uk.
- You should allow a reasonable amount of time for the Chairman to investigate your complaint and report back to you (28 days)
- If you have not heard from the Executive Chairman in that time or if you feel your complaint has not been adequately addressed you may refer to:

Local Government & Social Care Ombudsman

PO Box 4771

Coventry

CV4 0EH

Phone: 0300 061 0614

Website: www.lgo.org.uk

Or

You may wish to contact the Care Quality Commission at any time:

CQC Southwest

Citygate

Gallowgate

Newcastle-Upon-Tyne

NE1 4PA

Phone: 0300 061 6161

If you have a complaint about services you receive at the home from any outside agency, you may be able to use that agency's own complaints procedure. The registered manager will be able to assist you with this.