

COMPLAINTS PROCEDURE
REGULATION 16 OF THE HEALTH AND SOCIAL CARE ACT 2008
Policy Statement

Service users, relatives or supporters are encouraged to express their concerns or complaint to the home. We treat all complaints seriously and give assurance that no service user will be victimised for making a complaint. If needed, we will help you access independent support and advice from interpreters, communication support workers or advocates.

Aim

It is the home's aim to ensure that all stakeholders have the right to express their thoughts and feelings about the way the home is run. Positive feedback is as welcome as the opportunity to put things right when they go wrong. Residents and families are involved in meetings where any concerns can be discussed. Both written and verbal complaints are acted upon. To help us to put things right we have a complaints procedure, which is detailed below:

1. Firstly make your concern known to the senior person on duty, who will endeavour to resolve the difficulty informally and promptly.
2. If you are not satisfied with this action or response, you should refer your complaint, either verbally or in writing to the Registered Service Provider/Manager, who will fully investigate your complaint and respond verbally and in writing within a period of 3 days.
3. This will then be reviewed by the Manager within 10days and the resident/family will be written to.

If your complaint is not resolved, or if you are unhappy with the response at any stage of your complaint, you can refer your complaint to:
Birmingham City Council: 0121 600 5720
Any concerns regarding safeguarding should contact 0121 303 1234

Care Quality Commission (cannot investigate individual complaints)
West Midlands Regional Office
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161

Finally your complaint can be addressed to the Parliamentary Ombudsman:
Parliamentary Commissioner for Administration
Millbank Tower
London
SW1P 4QP
Tel: 0845 015 4033 or 020 7217 4163
e-mail OPCA.Enquiries@ombudsman.gsi.gov.uk

signed..... date.....review.....