

Forget me not House



CONCERN or COMPLAINT PROCEDURE

Although we strive for high standards, we do realise that there may be an occasion when you have cause for concern or complaint. We would prefer you approach us if you are concerned or dissatisfied with any aspect of our service.

In the event that you have a concern or complaint, please follow these guidelines.

What to do if you are unhappy with our service?

Approach or write to the Manager to advise details of your concern or complaint.

How will my concern or complaint be handled?

Your concern or complaint will be dealt with confidentially and handled in a professional and friendly manner. We want to ensure that all our residents are happy with our performance and would prefer to know if there is a problem so that it can be rectified. Statements will be obtained from those involved.

Who can make a concern or complaint?

Anybody can raise a concern or log a complaint - resident, relative, visitor.

How long will it take?

To ensure we get the full facts and statements from those involved, we will respond within 28 days.

What if I am not satisfied with the Manager's response?

Send the proprietors an e-mail: pell@talktalk.net or letter.

What if I am still not happy with the outcome?

A referral of the complaint can be logged with the Local Authority and/or the Local Government Ombudsman depending on funding see below.

Contact details
PRIVATELY FUNDED: The Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH Website: http://www.lgo.org.uk/adult-social-care/ Tel: 0300 0610614
LOCAL AUTHORITY FUNDED: The matter should be referred to the local authority that is paying for the funding.