

## COMPLAINTS PROCEDURE

At Baily House Care Home we aim to maintain the highest standards of care but appreciate that from time to time there may be areas of concern, which need to be discussed. The resident, their relatives, friends or representatives are invited to raise any concerns that they have over actual standards of care, or any other matter, in the following manner:

If you are pleased with the level of services provided or if you think staff and the procedures of the home have made a difference we want you to tell us. You can make comments or compliments either by speaking to or by writing to our staff that you have direct contact with, or any member of the management team. There are also "Care to Comment" cards in the foyer that can be completed.

If a resident, relative of a resident or someone acting in the interests of a resident have cause to complain and the senior carer on duty has not been able to resolve this for you then bring the matter to the attention of the manager by telephone, by post or in person. The home manager will acknowledge the complaint within 2 working days and will then investigate the matter fully, recording the detail and offer an explanation of the incident/occurrence and advise you what action has been taken.

If the manager has not resolved this matter to your satisfaction, within 28 days, you may bring this to the attention of the owners, John and Gail Walton by telephone (01623 620719), by post (c/o Baily House Care Home) or in person. They will acknowledge the complaint within 2 working days of being made aware of the complaint and will then investigate the matter fully.

If the matter has then not been resolved to your satisfaction, you may contact the following: (Please note, CQC cannot investigate complaints, but do want to be notified about them).

Organisation	Address	Contact Details
Care Quality Commission (CQC)	City Gate, Gallowgate, Newcastle, NE1 4PA	Tel: 03000616161 Email: <a href="mailto:enquiries@cqc.org.uk">enquiries@cqc.org.uk</a>
Nottinghamshire Social Services	Customer Relations, ASCHD, County Hall, West Bridgford, NG2 7QP	Customer Service Ctr. 08449 808080 <a href="http://www.nottinghamshire.gov.uk">www.nottinghamshire.gov.uk</a>
Health Services Ombudsman	Millbank Tower, Millbank, Londond, SW1P 4QP	Tel: 03450 154033 Email: <a href="mailto:phso.enquiries@ombudsman.org.uk">phso.enquiries@ombudsman.org.uk</a>

The "Useful Links" page on our web site also list other independent advocates that may be of assistance. [www.bailyhouse.co.uk](http://www.bailyhouse.co.uk)

Please help us resolve any issue promptly by bringing any complaints to our attention as soon as possible.