



RESIDENTS' COMPLAINT PROCEDURE

The standard of accommodation and Christian care provided in our homes is kept under constant review. Residents are invited to make any suggestions for improvements, which they would like to be considered. A resident, their family or friends will not be discriminated against in any way for bringing a complaint under the Complaints Procedure. This protects them against victimisation or less favourable treatment of any kind. If a resident, their family or friends are unhappy about any matter, we would request that they follow this procedure. *Support, should you need it, is available from your local advocacy services (see the Home's notice board for details).*

Informal Stage

If you have any concerns please, in the first instance, discuss them with the manager who will endeavour to resolve them immediately. If your concern is not dealt with to your satisfaction at this stage then you should use the formal procedure laid out below.

Formal Stage

1st Stage

Write to the manager with any complaints or concerns. The manager will respond within 10 working days. If the complaint is not resolved to your satisfaction then inform the manager and move on to stage 2 of the procedure.

2nd Stage

If the complaint cannot be resolved locally, or you are not satisfied with the response or the way the complaint was dealt with, then please write to the Assistant Director of Operations at: *Pilgrims' Friend Society, 175 Tower Bridge Road, LONDON, SE1 2AL*. Tel: 0300 303 1400. A written response will be sent within 28 days of receipt of the letter, and the Director of Operations, Chief Executive and Chairman of the Society advised of the complaint.

Local Government Ombudsman

Once your complaint has been fully dealt with by Pilgrims' Friend Society, if you are not satisfied with the outcome you can complain to the Local Government Ombudsman (LGO). The LGO provides a free, independent service. You can contact the LGO Advice Team for information and advice, or to register your complaint.

Tel: 0300 061 0614

E mail: advice@lgo.org.uk

W: www.lgo.org.uk

The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Local Authority/Clinical Commissioning Group

If you are funded or supported by the local authority or Clinical Commissioning Group, you can take your complaint directly to them from the start. Their details can be found on your Agreement with them.

Care Quality Commission

Our service is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time. You can contact the CQC at: *Care Quality Commission National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA.*

Tel: 0300 061 6161

W: www.cqc.org.uk/contactus.cfm

This procedure can be made available on request in other languages and in other formats such as audio and large print.