

Complaints and Concerns

It is our belief that any comments, whether positive or critical, can help in the improvement of quality standards and service improvement and we are always pleased to receive feedback on our service provision. Should a Patient, a relative of a Patient or someone acting in the interests of a Patient have cause for complaint we should be happy to investigate the matter fully. We will record the details and offer a detailed explanation of the incident/ occurrence and advise what action has been taken.

We classify complaints in several ways:

Stage I Complaint

A stage I complaint is an informal complaint or concern, usually reported to the person in charge. They are usually issues that can be dealt with immediately by the person in charge. The nurse in charge will document your complaint/ concern on a complaint form. If the complainant is not happy with the outcome, they can write or speak to:

Home	Registered Manager	Address	Email
Fairlie House	Sylvia Onyekwelu	Fairlie House 2-6 Uffington Road West Norwood London SE27 0RW	Sylvia@fairliehouse.com
Highfield House	Ellie Suthers	Highfield House 92 Higher Drive Purley CR8 2HJ	Ellie@highfieldhouse.uk.com
Woodstown House	Daisy Selvakumar	Woodstown House Banstead Surrey SM7 3EF	daisy@woodstownhouse.com

Stage II Complaint

A stage I complaint that could not be resolved immediately or a complaint that is received in writing is classed as a level II complaint. These issues usually require an investigation and are dealt with by the Registered Manager or another one of the senior managers who has not been involved in the original complaint. The manager investigating the complaint will write to you within 2 days of receipt and will respond fully in writing within 20 working days.

A stage II complaint that could not be resolved during the stated time frame or where the complainant remains dissatisfied with the Home's response to the complaint can be referred to a senior Clinical Director of the Company – details of the person to contact will be outlined in the original complaint response. The decision of the Senior Clinical Director will be the final resolution of all the matters raised in a complaint on advised in the complaint response letter from the Home Manager. A complainant who remains dissatisfied with the Home's final response can contact the Ombudsman and request an independent review. Details of how to contact the Ombudsmen will be given in the final response letter by the Senior Clinical Director, however details can be found at www.lgo.org.uk/making-a-complaint

In the event of the complaint not being resolved the person will be advised that the matter can be referred to the Care Quality Commission, although the CQC does not provide a complaints arbitration or resolution



service. All complaints are recorded by the Home and records made available to the CQC Officers during inspection visits.

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NW1 4PA

Tel: 03000 616161