# COMPLAINTS
## *Care homes*

***This leaflet explains everything you need to know about how to make a complaint, how we will handle a complaint and what you can expect from us as we try to make things right.***

**1 Formal complaint**

**2 Escalation**

*A 'complaint' is distinct from a 'service request', where you ask us to take action to put something right.*

*However, any dissatisfaction with how we handle a service request will then be treated as a complaint.*

At St Monica Trust, we welcome feedback and value the opportunity to learn from your experiences. While we strive to provide high-quality care and services, we recognise that occasionally things may not go as expected.

If you are unhappy with any aspect of the care, support or service you have received, we encourage you to tell us. Raising concerns helps us put things right, improve our services and ensure we continue to meet the needs of our residents.

We promise to listen to you, acknowledge your concerns, investigate them fairly and keep you informed of the outcome. We will also work in the same way with anyone who is formally authorised to act on your behalf. You will not be treated differently or disadvantaged in any way for raising a concern or making a complaint.

## Our complaints process

We define a complaint as an expression of dissatisfaction, however made, about the standard of our services, actions or lack of action by our colleagues, or those acting on our behalf.
There are two stages to our complaints process.

### Stage 1: Formal complaint

Please contact the General Manager in the first instance (in person, by phone, email or letter) or speak to any colleague who can direct your complaint to the Manager.

The Manager will acknowledge and log the complaint within three working days and provide the Trust's initial response within a further ten working days.

If we need more time to investigate and respond to your complaint, we will agree a new deadline with you.

### Stage 2: Escalation

If your complaint is not resolved, or you remain dissatisfied with the Stage 1 response, you may request a review by the Director of Care.

The Director of Care will independently review your complaint, the investigation undertaken and the response provided.

We will acknowledge your request for review within five working days and aim to provide our final response within 20 working days. If further time is required to complete the review, we will keep you informed and agree a revised timescale with you.

## External review

If you remain dissatisfied with the final decision or if the Trust fails to provide a decision within 37 working days, or any other agreed deadline, you can refer the complaint to the Local Government and Social Care Ombudsman.

*Please note that the Ombudsman Service may be contacted at any stage of the complaint process for advice and support.*

Whilst the Ombudsman will not normally investigate a complaint until the Trust's internal complaints procedure has been completed, it can provide independent and impartial advice and guidance throughout the process.

**Care Home Matters**
Local Government and Social

Care Ombudsman
PO Box 4771 Coventry
CV4 0EH
Tel: 0300 061 0614
www.lgo.org.uk

**Care Quality Commission**
www.cqc.org.uk



## Local authority contacts

**Bristol City Council Freepost**
RTKJ-SGBZ-ULSH Customer Relations
(100 TS) PO Box 3176,
Bristol BS3 9FS
Tel: 0117 922 2723

**North Somerset Council**
Care Connect
Town Hall, Walliscote Grove Road,
Weston-super-Mare BS23 1UJ
Tel: 01275 888 801

**Bath and North East Somerset Council**
Complaints Team,
Bath and North East Somerset Council,
Freepost SWB10433,
Bath BA1 1BF
Tel: 01225 477 752

## Second opinion/concerns about treatment or care

If you are concerned about the treatment or care being provided and do not feel your concerns are being appropriately addressed, please escalate to the General Manager so that we can review and respond as quickly as possible.

## Serious allegations

If your complaint relates to abuse, neglect, misconduct, theft, fraud, safeguarding concerns, criminal activity or any other serious matter, please let us know as soon as possible.

These concerns will be managed as a priority and escalated to the appropriate Director. Where required, concerns will be reported to external agencies, including safeguarding authorities, The Care Quality Commission (CQC) and the Police, in accordance with Trust procedures and legal requirements.

## Need Help Making a Complaint?

If you need support to raise a complaint, please speak to a member of staff. We will make reasonable adjustments where required to ensure our complaints process is accessible to everyone.

**Our contact details**

Please contact the General Manager at your care home. Alternatively you can contact Head Office: St Monica Trust, Cote Lane, Westbury-on-Trym, Bristol, BS9 3UN
Tel: 0117 949 4000 www.stmonicatrust.org.uk