



St Monica Trust

CARE HOME COMPLAINTS

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.

We want to hear from you

At the St Monica Trust, we welcome your feedback. Although we do everything we can to ensure that you get the best possible service, occasionally things can go wrong.

We are sorry when things go wrong, and we want to hear from you if you are unhappy with us in any way.

Please get in touch as soon as it's convenient. Most problems get resolved straight away, but we'll keep you informed while we look into your concerns.

We promise to listen to you, acknowledge, investigate and inform you of the resolution of your complaint. We will not treat you any differently if you make a complaint



If you need all or part of this publication in larger print please email: marketing@stmonicatrust.org.uk

Our complaints process

There are five stages of our complaints process.

At any stage in the process, we will cooperate in the same way with an intermediary acting on your behalf.

1) Informal concern

Please inform any staff member of your concern as soon as possible, who will try and put things right straight away.

2) Formal complaint

Inform the General Manager that you would like to make a formal complaint and they will acknowledge your complaint within five working days. Within a further ten working days the General Manager will do their best to investigate and resolve your complaint.

If more time is needed, they will discuss this with you and agree a new deadline with you, keeping you informed of their progress throughout

3) Further review

If you are not satisfied with our initial response please let us know. The General Manager will pass your complaint over the Head of Care Operations within the Trust.

They will acknowledge your complaint within five working days of receiving it. Within a further five working days they will review and respond to you, explaining what they've found and a proposal to put things right. If more time is needed they will agree an alternative response deadline with you.

4) Final St Monica Trust review

If you are not satisfied with the outcome of stage three, your complaint will be passed on to the Director of Care.

Within five working days the Director of Care will acknowledge the written complaint. Within a further seven working days the Director of Care will take a look at everything that's happened up to this point, and then send a final response letter that explains the Trust's conclusive position on the matter.

complaints process in full, you're not satisfied with our final response letter, or we fail to provide you with a final decision within 37 working days of the Director of Care receiving a formal complaint, then you can pass your complaint to the Local Government & Social Care Ombudsman.

5) External review

We hope there won't be a need to move on any further; we really do want to put things right if they've gone wrong. If after following the

We will co-operate fully with the ombudsman during any investigation and comply fully with the resulting decision, which will be binding on us.

Second Opinion

If you have a treatment or care concern that, in your opinion is not being appropriately managed, we would ask that you escalate this concern promptly to the appropriate person detailed in this process for a swift response.

Serious allegations

Serious allegations should be brought to our attention at the earliest opportunity, and we shall direct them to the appropriate Director in the capacity of the Nominated Individual for Care Quality Commission (CQC). Such allegations which may include potential abuse, neglect, or theft by a member of staff, will be reported to the relevant safeguarding team, CQC, and where appropriate, the police.

Contact us

St Monica Trust Head Office

St Monica Trust

Cote Lane

Westbury-on-Trym

Bristol, BS9 3UN

Tel: 0117 949 4000

www.stmonicastrust.org.uk/contact

Ombudsman services

The following Ombudsman service is able to investigate complaints about care and to make recommendations:

Local Government and Social Care Ombudsman

(complaints related to Adult Social Care)

www.lgo.org.uk

Care Quality Commission

Citygate, Gallowgate

Newcastle upon Tyne, NE1 4AP

Tel: 0300 061 616

www.cqc.org.uk

Local authorities

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 & North East Somerset Council

Complaints Team, Bath and North

East Somerset Council,

Freepost SWBI0433,

Bath

BA1 1BF

Tel: 01225 477 752