COMPLAINTS
HOUSING AND DOMICILIARY CARE

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.

This complaints procedure applies to matters relating to village services, property matters and domiciliary care provided to residents living in our villages.

At St Monica Trust, we welcome feedback and value the opportunity to learn from your experiences. We are committed to providing high-quality care, support and services, however, we recognise that sometimes things may not go as expected.

If you are unhappy with any aspect of the care, support or service you have received, please let us know. Raising concerns helps us put things right, learn from your experience, 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. Making a complaint will not affect the care, support or services you receive.

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

Contact the Village Manager or the Domiciliary Care Manager as appropriate

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

Review by the Director of Retirement Villages or the Director of Care as appropriate

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

Property matters
The Property Ombudsman,
Unit 159756,
PO Box 7169, Poole,
BH15 9EL
01722 333306

Housing matters
The Housing Ombudsman
PO Box 1484
Unit D, Preston PR2 0ET
0300 111 3000
www.housing-ombudsman.org.uk
info@housing-ombudsman.org.uk

Domiciliary care matters
Local Government and
Social Care Ombudsman
PO Box 4771 Coventry CV4 0EH
0300 061 0614
www.lgo.org.uk

Care Quality Commission
www.cqc.org.uk



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 Domiciliary Care 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.

Complaints in relation to rents and leasehold matters/management, service charges and

Certain rent, service charge and leasehold disputes may fall outside the Trust's complaints process and be considered by the First-tier Tribunal (Property Chamber). We will provide you with contact details for the relevant office where your complaint appears to fall within the remit of the Tribunal.

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 Village Manager or Domiciliary Care Manager, as appropriate, within your village. 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