

HOUSING AND DOMICILIARY CARE COMPLAINTS

We welcome all feedback from village residents and prospective residents alike. Comments and complaints help us to learn and improve.

This procedure relates to property matters and to domiciliary care for independent living residents in our villages. We have a separate procedure for complaints relating to care in our care homes.

We promise to listen to you and to acknowledge, investigate and inform you of the resolution of your complaint. We will co-operate in the same way with anyone formally authorised to act on your behalf. We will not treat you any differently if you make a complaint.

We define a complaint as *'an expression of dissatisfaction, however made, about the standard of our services, actions or lack of action by our own colleagues, or those acting on our behalf.'*

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 leaflet explains how to make a complaint, how we will handle it and what you can expect from us as we try to make things right.

STAGE 1

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). The Manager will acknowledge and log the complaint within 3 working days and provide the Trust's initial response within a further 10 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 to the Director of Retirement Villages or the Director of Care as appropriate

If your complaint is not resolved satisfactorily at stage 1, please let us know and we will escalate it to the appropriate Director. The Director will acknowledge and log the complaint within 5 working days and provide the Trust's final response within a further 20 working days. If we need more time to investigate and respond to your complaint, we will agree a new deadline with you.

EXTERNAL REVIEW

If you are not satisfied with our final decision, or we do not provide that decision by the relevant deadline, you may refer your complaint to an Ombudsman. You should normally make a referral within 12 months of receiving our final decision, to facilitate the Ombudsman's investigation.

We will co-operate fully with the relevant Ombudsman during any investigation and comply fully with the Ombudsman's final decision, which will be binding on us.

Property matters

Housing Ombudsman Service

PO Box 1484

Unit D, Preston PR2 0ET

0300 111 3000

www.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

Complaints under the ARCO Code

As an 'ARCO Approved Operator', we seek at all times to comply with the ARCO Consumer Code (see www.arcouk.org). ARCO itself does not have a complaint handling function but has nominated The Property Ombudsman as its Alternative Dispute Resolution provider. Where we are unable to resolve satisfactorily any complaint from you about compliance with the ARCO Consumer Code, you may refer this to The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury
SPI 2BP.01722 333306

www.tpos.co.uk

Complaints in relation to rents and leasehold management

Certain complaints in relation to rents and leasehold management may also be referred to the Residential Property First-tier Tribunal. We will provide you with contact details for the relevant office where your complaint appears to fall within the remit of the Tribunal.

Our contact details

Please contact the Village Manager or Domiciliary Care Manager at your village.

Alternatively, you can contact our

Head Office:

St Monica Trust

Cote Lane

Westbury-on-Trym

Bristol, BS9 3UN

Tel: 0117 949 4000

www.stmonicastrust.org.uk/contact

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St Monica Trust

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