



VILLAGE 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@stmonicastrust.org.uk



Our complaints process

There are five stages of our complaints process.

At any stage in the process, we will co-operate 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. That individual will try and put things right straight away.

2) Formal complaint

Inform the Village 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 Village 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 Village Manager will pass your complaint over to the Head of Retirement Villages.

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 Residential Property and Development (for property matters) or the Director of Nursing Homes and Domiciliary Care (for care matters).

Within five working days the Director will acknowledge the written complaint. Within a further seven working days the Director 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.

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 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 Village Manager receiving a formal complaint, then you can pass your complaint to the relevant Ombudsman.

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

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.

St Monica Trust Head Office:

St Monica Trust
Cote Lane
Westbury-on-Trym
Bristol, BS9 3UN

The following Ombudsman services are able to investigate complaints from customers and/or residents and to make recommendations:

Local Government and Social Care Ombudsman (complaints related to Adult Social Care)

www.lgo.org.uk

Housing Ombudsman Service (who consider complaints about leasehold services)

PO Box 152, Liverpool, L33 7WQ
Tel: 0300 111 3000

www.housing-ombudsman.org.uk

Care Quality Commission

Citygate, Gallowgate
Newcastle upon Tyne, NE1 4AP
Tel: 0300 061 616

www.cqc.org.uk

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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

South Gloucestershire Council

Freepost RTXL-YHGY-GSYS
South Gloucestershire Council
Children, Adults and Health
Department, Complaints & FOI
Team, Council Offices,
Badminton Road, Yate, Bristol,
BS37 5AF
Tel: 01454 865 924

Bath & North East Somerset Council

Complaints Team, Bath and
North East Somerset Council,
Freepost SWBI0433,
Bath BA1 1BF
Tel: 01225 477 752