



Complaints Procedure

Albert House has a complaints procedure based on the 2009 regulations that currently apply to local authorities and the NHS.

General arrangements

1. Complaints manager = Sally Esland, Registered Manager
2. The Registered Manager will investigate or allocate someone to investigate each complaint. The investigator will be of suitable seniority to resolve the issues raised in the complaint.
3. We will communicate with complainants by both letter and email. Email address for receiving complaints = info@yeomancare.co.uk

Checklist for adjusting your written procedure

1. Complaints may be made by telephone, in person, in writing or by email.
2. Complaints can be addressed to:
Sally Esland
Registered Manager
Albert House Nursing Home
19 Albert Road
Weston-super-Mare
Somerset
BS23 1ES
01934-622869
info@yeomancare.co.uk
3. If a complaint is made in person or on the telephone we will:
 - make a written record of the complaint
 - provide a copy of the written record within three working days.
4. A complaint must be made no later than 12 months after:
 - the date the event occurred or, if later,
 - the date the event came to the notice of the complainant.

The time limit will not apply if Albert House Nursing Home is satisfied that:

- the complainant can give a good reason for not making the complaint within that time limit, and
- despite the delay, it is still possible to investigate the complaint effectively and fairly.

We also take seriously anonymous complaints, like those placed in the suggestion or complaints Box located in the front hall and Manager will investigate and action as required.

5. Complainants will receive (so far as is reasonably practical):



ALBERT HOUSE NURSING HOME

- assistance to enable them to understand the complaint procedure, and
- advice on where they may obtain such assistance.

Please ask in the office for local advocacy services contact details.

6. We will only accept complaints from a representative under certain conditions.

Either:
 - where you know that the service user has consented, either verbally or in writingor:
 - where the service user cannot complain unaided and cannot give consent because they lack capacity within the meaning of the Mental Capacity Act 2005, **and**
 - the representative is acting in the service user's best interests – for example, where the matter complained about, if true, would be detrimental to the service user.
7. The procedure could be made available on request in other languages and formats, please ask at the office. Possible languages include Polish, Chinese, Hungarian, Lithuanian and Indian. Large Print also possible.
8. We will keep the complainant informed about the progress of the investigation.
9. You should state your expected turnaround time of not more than 28 days.
10. All complaint investigations will be concluded within six months unless a different deadline is agreed with the complainant and there is a good reason for this.
11. You have a right to refer their complaint to the Local Government Ombudsman if you are unhappy with the outcome of your investigation. You also complain to CQC.

Once your complaint has been fully dealt with by Albert House, if you are not satisfied with the outcome you can complain to the Local Government Ombudsman (LGO). The LGO provides a free, independent service. You can contact the LGO Advice Team for information and advice, or to register your complaint.

Telephone: 0300 061 0614

Email: advice@lgo.org.uk

Website: www.lgo.org.uk

The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Our service is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time. You can contact the CQC at:

Care Quality Commission National Correspondence

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Telephone: 0300 061 6161

Website: www.cqc.org.uk/contactus.cfm