COMPLAINTS PROCEDURE

If you have any concerns or observations about the care and treatment of any resident of the Home, or about any aspect of the running of the Home, please let us know, it is only by being made aware of problems that we may improve our service provision. Any complaint received by a member of staff will be acknowledged immediately, recorded in the Complaints Register, and action taken to resolve it promptly.

Please address your comments in the first instance to the **senior person in charge of the shift**; any member of staff will be happy to locate him or her for you.

If the person in charge cannot answer your immediate request, or if you believe your complaint to be of a more serious nature, please request an interview with the **Registered Manager** who will be pleased to discuss your concerns in privacy and in confidence.

If your concerns are not met by the above procedure, we will be happy to make an appointment for you to speak to: -

- The Nominated Individual:
- Provide the address for you to write to the Nominated Individual.

In any of the above circumstances, we will acknowledge your complaint within 24 hours of the Managers/Nominated Individuals receipt, your complaint will be fully investigated and you will receive a full response referenced to the duty of Candour and within 28 days of the complaint being registered.

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Should none of these procedures satisfactorily meet your concerns, you may wish to contact one of the following:

Social Care Direct Address: 2 Bristol Avenue, Colindale, London NW9 4EW Email: **socialcaredirect@barnet.gov.uk** Telephone: 02083595000
The Local Government Ombudsman can be contacted for advice or to register a complaint. The LGO advice team contact details are as follows: Telephone: 0300 061 0614 Email: advice@lgo.org.uk Website: www.lgo.org.uk
The Care Quality Commission, CQC South East, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA, Telephone: 03000 616161 (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 service at any time).