

Concerns and Complaints Procedure

In any establishment, there may be times when you are unhappy about something or someone. Please do not keep your grievances to yourself. We aim to please you and deal efficiently with your complaint.

It is only by being made aware of any problems that we can improve our services. You have the right to contact the Care Quality Commission at any stage.

If you or your family wishes to make a complaint please make your complaint as soon as you can, either during or soon after the event. In the first instance, a complaint may be made by telephone, in person, in writing, or by e mail to the Home Manager.

If the complaint is made in person or by telephone, it will be recorded and a copy of the written record will be provided within 3 working days to the person who complained together with the acknowledgement from the Home Manager/Deputy Manager who will investigate in the first instance.

If you are still not satisfied please write to:

Sara Gallagher, Operations Manager

Sears Healthcare Ltd.

2nd Floor, Georgian House, 67-71 London Road, Newbury, RG14 1JN

Email address: sara.gallagher@searshealthcare.co.uk

All complaints will be dealt with as a matter of urgency. Complainant will be kept informed about the progress of the investigation. The maximum turnaround time for the full investigation is 28 working days.

If the Director responsible fails to settle the complaint or you are dissatisfied with the response, the Complainant has the right to refer the complaint to The Local Government Ombudsman (LGO) and alert the CQC.

The LGO operates a free independent service and can be contacted on:

Tel: **0300 061 0614**

Email: advice@lgo.org.uk

Web: 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

Citygate,
Gallowgate,
Newcastle upon Tyne
NE1 4PA

Tel: **03000616161**

Fax: **03000 616172**

Email: **enquiries@cqc.org.uk**

Web: **www.cqc.org.uk**

Kindly Note:

1. 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 J Sai Country Home Limited 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 possible to investigate the complaint effectively and fairly.
2. All anonymous complaints will only be still investigated if adequate information has been provided.
 3. Generally, all assistance will be provided to the Residents so far as reasonably practical to assist in understanding the complaints procedure or provide advice on where assistance could be obtained (See notice board).
 4. The Home will only accept complaints from a representative under certain conditions:
 - Where the Home is aware that the Resident has consented either verbally or in writing

OR

- Where the Resident 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 Residents best interests – for example where the matter complained about, if true, could be detrimental to the Resident.

This procedure can be made available on request in other languages and in other formats such as cassette and Braille

Reviewed: April 2021

In Compliance with Regulations:

Health and Social Care Act 2008 (regulated Activities)
Regulations 2014 and Care Quality Commission.

