

Complaints, concerns and compliments

This leaflet tells you how to make a complaint, raise a concern or give a compliment about any aspect of your dealings with Brendoncare.

Brendoncare aims to provide a quality service which meets the highest expectations of its stakeholders. We welcome all constructive feedback on our activities.

If you're not happy, we'd like to hear about it

At Brendoncare we do all we can to ensure our residents and club members get the best possible service. There are occasional times, however, when we get things wrong. If this happens, we want to hear about it so that we can resolve it, quickly and efficiently.

If you are unhappy about any aspect of the services we provide, please let us know. In our experience, concerns can often be resolved satisfactorily and dealt with quickly on an informal basis. If possible, please talk to the member of staff you usually deal with, or contact the Care Home or Locality Manager – in this way, we can clear up the majority of issues in a timely fashion. Steps will be taken to ease your worry and address your concerns immediately. These staff will discuss the problem with you and agree the next steps to be taken.

Making a formal complaint

If it has not been possible to resolve your problem informally, either because the problem continues or because you do not wish to deal with local staff, then you should raise a formal complaint in writing. You can either use the form at the end of this leaflet, write a letter or use the form on our website at www.brendoncare.org.uk/about/feedback

Step One Initiating a Formal Complaint

The letter/completed form will be passed to the appropriate Senior Manager who will acknowledge receipt and respond within 7 working days. A full investigation will then be undertaken, and you will receive a full and considered response within 30 days. If the investigation needs further time to complete, you will be advised accordingly.

Please note that if the complaint relates to the conduct of a member of staff this will be investigated under the staff disciplinary procedures. You will be advised of the findings, although there may be a need to maintain confidentiality.

Step Two Final Review

If you are dissatisfied with the decision from Step One, you may refer the matter to the Operations Manager who will direct it to the appropriate member of the Senior Management Team. We will ask you to indicate in your letter who has previously dealt with your complaint and why you are dissatisfied with the outcome of Step One.

A Final Review will be completed within 30 calendar days and you will be notified of the outcome in writing. This decision is final, and is the last avenue of review in Brendoncare.

Our commitment to you

Throughout the procedure you can be assured of impartiality, professionalism, appropriate confidentiality and a timely response.

Brendoncare complaint, concern or compliment

Your name:

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Your address:

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Your telephone number:

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Name of the Care Home or Club
that your feedback relates to:

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Name of the resident or club member
that your feedback relates to:

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Please outline your feedback here giving as
much detail as you can (continue opposite
if necessary):

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Continue your feedback:

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Office use only

Reference

Date received

Manager's signature

**The Brendoncare Foundation
(for Care Homes and Clubs)**
The Old Malthouse, Victoria Road
Winchester, Hampshire SO23 7DU
Tel: 01962 852133

Brendoncare Alton
Adams Way, Alton,
Hampshire GU34 2UU
Tel: 01420 549797

Brendoncare Chiltern View
St John's Drive, Stone, Aylesbury
Buckinghamshire HP17 8PP
Tel: 01296 747463

Brendoncare Froxfield
Littlecote Road, Froxfield,
Marlborough
Wiltshire SN8 3JY
Tel: 01488 684916

Brendoncare Knightwood
Shannon Way, Chandlers Ford
Hampshire SO53 4TL
Tel: 02380 247000

Brendoncare Meadway
Mead Road, St Cross, Winchester
Hampshire SO23 9RF
Tel: 01962 865784

Brendoncare Park Road
Park Road, Winchester
Hampshire SO23 7BE
Tel: 01962 869287

**Brendoncare Ronald Gibson
House**
236 Burntwood Lane, Tooting
London SW17 0AN
Tel: 020 8877 9998

Brendoncare Stildon
Dorset Avenue, East Grinstead
West Sussex RH19 1PZ
Tel: 01342 305750

Brendoncare The Old Parsonage
Main Road, Otterbourne, Winchester
Hampshire SO21 2EE
Tel: 01962 713977

Brendoncare Woodhayes
36-40 St Leonard's Road,
Exeter EX2 4LR
Tel: 01392 667290