

## Complaints policy

We are committed to providing care and community services of the highest quality and aim for our services to be welcoming to all. We value your feedback to ensure these standards are maintained.

- We believe that making a complaint should be easy to do.
- We manage all complaints in an open, honest and transparent way.
- We investigate and respond to complaints promptly.
- Our complaints procedure complies with current legislation & regulation.
- We also welcome compliments, particularly those that recognise the work of our team members.

## Complaints procedure

In the first instance we hope to resolve problems locally:

- We believe that complaints and concerns are best and most promptly dealt with closest to where the concern is raised. For example, a complaint about a care home or club should be directed to the Care Home Manager or Community Services Locality Manager.
- We will acknowledge the complaint in writing within two working days.
- We will investigate and respond to the complaint as quickly as we can. More complex complaints might take a little longer. A full response will always be made within 28 days.
- If you do not feel the complaint has been satisfactorily resolved, we ask that you request it is escalated within 28 days of receiving the reply.

Complaints can be escalated for central review:

- If escalated, the complaint will be reviewed by an appropriate member of the Central Support Team. For example, a care home complaint will be reviewed by the Head of Care, a volunteer complaint will be reviewed by the Head of Volunteering.
- We will acknowledge the complaint in writing within two working days.
- We will investigate and respond to the complaint as quickly as we can. More complex complaints might take a little longer. A full response will always be made within 28 days.
- If you do not feel the complaint has been satisfactorily resolved, we ask that you request it is escalated within 28 days of receiving the reply.

Complaints can be escalated for Director/Chief Executive review:

- Once escalated, the complaint will be reviewed by a Director or the Chief Executive.
- The Chief Executive may request that a member of the Care and Clinical Governance committee review the complaint.
- This is the final review at Brendoncare.

Complaints can be referred to the Care Quality Commission or another appropriate body at any stage.

## Contacts

- All Care Home phone numbers are available at [www.brendoncare.org.uk](http://www.brendoncare.org.uk)
- Brendoncare community and membership services – 01962 857099
- Brendoncare central support office - 01962 852133
- Or email [enquiries@brendoncare.org.uk](mailto:enquiries@brendoncare.org.uk)