

## How to voice concerns or make a complaint

This leaflet has been produced in accordance with our Policy No. 213 – Management of Complaints and CQC Regulation 16

In the first instance, any concerns or complaints should be taken to the manager verbally or in writing, however you may approach a member of staff, any of whom will know how to assist you.

Alternatively, you may use the form on the back of this leaflet to write your complaint if you wish.

Please be assured that we take complaints very seriously. The safety and comfort of our residents and staff are our top priorities and we are open to learning from mistakes and adapting when new methods and processes present themselves to us.

The manager will conduct a thorough investigation into your complaint and respond to you in writing within 5 working days with progress or a resolution. You may be asked for further details for which your cooperation would be appreciated.

## Third Party Organisations

For assistance in making a complaint, you can also contact Healthwatch Torbay, the **local advocacy service**, on:

Telephone: 08000 520 029

This service is based at Paignton Library – more information can be found at [www.healthwatchtorbay.org.uk](http://www.healthwatchtorbay.org.uk)

If management is unable to satisfactorily resolve your complaint then the complainant has the right to refer the complaint to an official Ombudsman, details of which are as follows:

### **If you are privately or local authority funded:**

The Local Government Ombudsman  
PO Box 4771 Coventry, CV4 0EH  
Phone: 0300 061 0614

Or online via [www.lgo.org.uk](http://www.lgo.org.uk)

### **If you are NHS funded:**

The Parliamentary and Health Service Ombudsman  
Millbank Tower, London SW1P 4QP  
Phone: 0345 015 4033

Or online via [www.ombudsman.org.uk](http://www.ombudsman.org.uk)



## What If Something Goes Wrong?

*A helpful guide to making a complaint*

Here at Mount Olivet, we hope you never have cause for complaint, however please find enclosed, details of our in-house complaints procedure and the names of third party organisations that can assist you should you require



# Complaint Report Form

Completed By:	Date:
Incident Type (Staff Conduct/ Resident Allegation/Example of poor care etc):	
Handed to:	Sign:
Details:	
<i>For Management Only</i> <b>Actions to Take</b> (eg investigation meetings with staff and residents/ review associated paperwork/ follow up letter to complainant within 5 working days)	