

COMPLAINTS PROCEDURE

Should I Complain?

Our aim at Glen Lyn is to provide a high-class service within a homely environment. You may however feel unhappy with the care you are receiving or your environment. It is important for you and for others in the home that you tell someone.

Who Should I Tell?

In the *first instance* it is best to discuss the matter with the *staff on duty*. Most problems can be sorted out this way. If they are unable to resolve your concerns they will suggest you put your concerns in writing.

What Will Happen Then?

Melanie Reaney is the person who is the named Complaints Manager. She can be contacted at the Home or by email at glenlyn@talktalkbusiness.net. Your complaint will be put on record and a copy sent to you within 3 working days. In her absence it will be dealt with by **Sarah Howarth**

If someone is dealing with your complaint on your behalf they should obtain your written consent to do so

- You will receive an acknowledgement of your written complaint within 3 working days
- Your complaint will be investigated and its outcome discussed with you within 28 days
- If the complaint involves alleged abuse we will immediately refer the matter to the Local Safeguarding Board

If you feel that you cannot speak to someone in the home or you are not happy with the way things have been handled. Then try:

Age UK Somerset
Telephone (01823) 326212

OR

If you are funded by the Local Authority you can contact them on 03001232224

OR

If you wish you can try the Local Government Ombudsman

Tel 0300 081 0614

Email advice@lgo.org.uk

Website: www.lgo.org.uk

They will not usually investigate a complaint until the provider has had time to respond and improve matters

Date: 10/03/2015

This is a summary. Our full Policy Statement can be viewed on request. This procedure can be made available in other formats and languages

PLEASE SEE NOTICE BOARD WITHIN THE HOME FOR HELPFUL SERVICES