



Sanctuary Care
enriching lives

unhappy with our service?

how to make a complaint

We are committed to providing the excellent services that our residents deserve, but we recognise that sometimes we may make a mistake or get something wrong. When this happens, we need to put it right, so it's important that you tell us if one of our services has let you down.

This leaflet outlines how to let us know if you're unhappy with our services.

what can I do if I'm unhappy with the service?

If you have any concerns please talk to the Home Manager.

If you're still unhappy after talking to the Home Manager and you still want to complain, then you can report a complaint to us by:

- Emailing **care.complaints@sanctuary-housing.co.uk**
- Completing the attached complaint form or via our website **www.sanctuary-care.co.uk**
- Calling **0800 916 1499**

who can make a complaint?

You can make a complaint if:

- You live in one of our care homes
- You used to live in one of our homes and left less than 6 months ago
- You're acting on behalf of someone who is one of the above
- You have been affected by our service.

how will you fix it?

Our complaint process has three stages:

- Stage 1 – this will be dealt with formally by the Home Manager who will investigate the complaint and provide you with a formal written response.
- Stage 2 – this will be dealt with formally by the Regional Manager or equivalent and will focus on a detailed investigation into the concerns raised with a formal written response.
- Stage 3 – this will normally be dealt with by the Regional Director or equivalent and focuses on a review of the resolution so far rather than a second investigation into the original issue reported.

what can I expect?

When a complaint is reported to us, we aim to contact you within two working days to acknowledge your complaint. At each stage of our complaints process, we aim to respond to you within 20 working days.

I'm still not happy...

If you are still not happy, you can take the matter further:

in England

If your care is:

- Paid by the council – you should contact the local authority who funds your care in the first instance
- Paid by yourself – you should contact the Local Government & Social Care Ombudsman (LGSCO).

The LGSCO provides a free, independent service and will consider your complaint if you are not satisfied with the way we have handled it. The LGSCO will not usually investigate a complaint until we have been given the opportunity to respond and resolve matters.

You can contact the LGSCO Advice Team for information and advice, or to register your complaint on: t. **0300 061 0614** advice@lgo.org.uk www.lgo.org.uk

in Scotland

If you are not happy with our response, you can ask the Care Inspectorate to investigate your complaint – their details are at the bottom of this leaflet.

If your complaint still isn't settled, you can complain to the Scottish Public Services Ombudsman (SPSO). The SPSO is the final stage for complaints in Scotland. You can contact them on:

t. **0800 377 7330**

Complete their on-line complaints form - www.spsos.org.uk/complain/form/start/

Write to FREEPOST SPSO (this is all you need to write for the address and no stamp is required).

our regulators

Our services are regulated by:

- Care Quality Commission (CQC) in England
- Care Inspectorate (CI) in Scotland.

They would like to hear about your experience with us:

CQC National Correspondence
Citygate
Gallowgate
Newcastle Upon Tyne NE1 4PA

t. **03000 616161**
www.cqc.org.uk

CI National Correspondence
Compass House
11 Riverside Drive
Dundee DD1 4NY

t. **0345 6009527**
www.careinspectorate.com

complaint form

Your name

Are you: a resident family member/relative other, please state _____

Your address:

Phone numbers: Daytime: Evening:

Email:

Details of your complaint:

Please continue on a separate sheet if necessary

Have you taken any action so far, or complained to anyone else? Yes No

If 'Yes', please give details below:

Please continue on a separate sheet if necessary

What, if anything, could we do to put things right or to avoid the problem in future?

Please continue on a separate sheet if necessary

Signature: Date:

Please return this completed form to the care home, or to:

Care Business Services, Sanctuary Care, Chamber Court, Castle Street, Worcester WR1 3ZQ

By providing your contact details and personal information you are giving us explicit consent to use your information for the purposes of managing this complaint. Please refer to the Privacy Statement on our website regarding how we will use your information. Please tick this box to confirm consent

If you would like this publication in an alternative
format or language, please contact us.



Chamber Court | Castle Street | Worcester | WR1 3ZQ
t. 0800 916 1499

care.complaints@sanctuary-housing.co.uk
sanctuary-care.co.uk

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