

would you like to
**provide feedback
on our service?**

how to share a compliment
or make a complaint

We are committed to providing the excellent services that our residents deserve. We appreciate all feedback given to us and love to share with our team when we receive compliments.

We also 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.

how do i share compliments or positive feedback?

If you'd like to share a compliment or positive feedback about our service, staff or specific team member, please.

- Emailing **Care.Feedback@sanctuary.co.uk**
- Completing the attached compliment form or via our website **www.sanctuary-care.co.uk**
- tell a member of staff or the Home Manager.

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.Feedback@sanctuary.co.uk**
- Completing the attached complaint form or via our website **www.sanctuary-care.co.uk**
- Calling **0800 916 1499 - option 6**

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 it be fixed?

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:

England

Contact the regulator

Our Services in England are regulated by the Care Quality Commission (CQC). They would like to hear about your experience with us:

Phone: **0300 616161**

Email: **enquiries@cqc.org.uk**

Website: **www.cqc.org.uk**

Contact the Ombudsman

If your care is:

- Paid by the council – you should contact the local authority who funds your care in the first instance
- Paid by you – you should contact the Local Government and 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 first.

You can contact the LGSCO Advice Team for information and advice, or to register your complaint on:

Phone: **0300 061 0614**

Email: **advice@lgo.org.uk**

Website: **www.lgo.org.uk**

Scotland

Contact the regulator

Our services in Scotland are regulated by The Care Inspectorate (CI). They would like to hear about your experience with us:

Phone: 0345 600 9527

Email: **enquiries@careinspectorate.gov.scot**

Website: **www.careinspectorate.com**

Contact the Ombudsman

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:

Phone: **0800 377 7330**

Website: **www.spsso.org.uk**

compliments and complaints form

Your name

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

Your address:

Phone numbers: Daytime: Evening:

Email:

Details of your compliment or complaint:

Complaints only:

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

If 'Yes', please give details below:

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

Signature: Date:

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

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 - option 6

care.feedback@sanctuary.co.uk
sanctuary-care.co.uk

Sanctuary Care Limited and Sanctuary Care (North) Limited are subsidiaries of Sanctuary Housing Association, an exempt charity