

## COMPLAINTS PROCEDURE

Any resident of the home or persons acting on behalf of a resident is asked to make his/her complaint firstly to the person in charge of the unit upon which he/she resides. For minor complaints, the necessary action would be taken by the senior person on duty at the time.

However, if this does not resolve the complaint, then you should contact the Matron. In the case of more serious complaint you should write to the Matron at the Home. The Matron will respond to the complaint within five working days.

If the case of an unresolved complaint you should write directly to the Company Directors. All written complaints will be fully investigated and the outcome will be notified to you in writing within seven days of the conclusion.

We are required by the Health & Social Care Act to keep records of any complaints received. We are also required to inform the appropriate Registration Officer of the nature and outcome of any complaints made about the Home.

At any time you have the right to complain directly to

Adult Social Care (Lancashire County Council)  
Fraser House  
Whitecross  
South Road  
LANCASTER  
LA1 4XQ

Telephone – 0845 053 0028

If you continue to be unhappy with the outcome of your complaint you can contact

The Local Government Ombudsman  
P.O. Box 4771  
Coventry  
CV4 0EH

LGO Advice Team  
0300 061 0614

