

## COMPLAINTS PROCEDURE

We recognise that, despite our best intentions, things sometimes go wrong or the service you receive may not always meet your reasonable expectations.

Should you have cause to raise a concern or complaint please refer the matter to us using the procedure below. We treat all such referrals as an opportunity for us to put matters right, or where this is not possible, to apologise. In every case, we will use such a referral as a learning opportunity.

### THE PROCEDURE:

#### STAGE 1: LOCAL RESOLUTION

In the first instance, approach the General Manager (GM). You may put the matter of concern in writing and/or arrange a face to face meeting to discuss the matter. The GM will, where you request this, respond in writing, usually within 28 working days.

#### STAGE 2: REGIONAL RESOLUTION

Where the matter is not resolved locally to your satisfaction (or where the complaint concerns the GM or the wider business), please put your complaint or concern in writing, setting out:

- The nature of the complaint or concern;
- Relevant details insofar as you are aware of them;
- The outcome of the stage 1 (local resolution) process; and
- What you consider to be a suitable resolution of the matter.

Send your complaint or concern to **complaints@barchester.com** or to the Complaints Team, Barchester Healthcare, 3rd Floor, The Aspect, 12 Finsbury Square, London EC2A 1AS. If you wish to discuss the matter (either before or after contacting us in writing) please telephone on **020 7382 2860**. Our Complaints Team will acknowledge the referral and will arrange for a neutral member of staff to investigate the matter. Where the matter concerns an incident or situation within a care home, the neutral person will be someone from another home or from the central team. We will respond to you in writing within 28 working days – or should we require more time to investigate and respond we will let you know, including the reasons for the delay.

#### STAGE 3: SENIOR REVIEW

Should you remain dissatisfied with the response to the regional resolution, you may seek a further review. This will be by a senior member of staff and will be administered by the Complaints Team. Details of the procedure will be provided in the response to the regional resolution. We will respond to you in writing within 28 working days.

#### STAGE 4: EXTERNAL REVIEW BY THE OMBUDSMAN

Should you remain dissatisfied having exhausted our internal complaints procedure, you may refer the matter to the Local Government Ombudsman.