



# Complaints Procedure Notice

We would hope that the service we offer would not give rise to complaint; however, we acknowledge that on occasions we do not always get it right. With this in mind the home wants to respond very positively to any concerns or complaints you may have. If a complaint is anonymous it will be dealt within the same manner and the outcome(s) used to help us to improve the service we provide.

If you have a cause for concern or wish to make a complaint, firstly you may wish to approach the home manager or a member of staff who you feel may be able to respond and help to rectify the problem quickly. In most cases a complaint can be rectified by an immediate verbal response.

If you wish to raise your complaint in writing, please be assured that we take all complaints seriously and will always act in an open and transparent manner investigating complaints fully and providing complainants with a fully and detailed response to their concern(s).

We will make sure that complaints are investigated by a person with sufficient seniority to resolve the issue.

## **A complaint must be made no later than 12 months after:**

- The date the event occurred.
- The date the event came to the notice of the complainant.

## **This time limit will not apply if Crown Care is satisfied that:**

- The complainant can give a good reason for not making the complaint within that time limit and . . .
- despite the time delay, it is still possible to investigate the complaint effectively and fairly.

In the first instance written complaints should be addressed to the home manager and sent to the care home address.

If it is inappropriate to send to the home manager (i.e. if the complaint involves the home manager), then please send to:

### **Regional Manager**

#### **Crown Care**

**2nd Floor Adelphi Chambers, 20 Shakespeare Street  
Newcastle upon Tyne NE1 6AQ**

**T: 0191 270 8649**

**E: [info@crowncaregroup.co.uk](mailto:info@crowncaregroup.co.uk)**

We will respond to acknowledge your complaint within 3 working days of receipt.

We will endeavour to conclude our investigation into your complaint with 28 days of receipt, however, if the complaint is far reaching or particularly complex, our investigation may take longer. If this is the case, then we will advise you of this prior to the elapse of the initial 28-day time frame.

If the investigation into your complaint takes longer than 28 days, we will provide you with a written report detailing the progress of the investigation, every ten (10) days.

On conclusion of our investigation, we will provide you with a full and comprehensive response. Should you disagree with the way in which your complaint was investigated or the outcome of the investigation, you can request a 2nd stage review. This is an internal yet "arm's length" review of your complaint, how it was investigated and the outcome.

2nd stage reviews are undertaken by the Crown Care internal compliance team who are independent from home managers and Regional Directors.

Requests for a 2nd stage review can be made via:

### **Managing Director**

#### **Crown Care**

**2nd Floor Adelphi Chambers**

**20 Shakespeare Street Newcastle upon Tyne NE1 6AQ**

**T: 0191 270 8649**

**E: [info@crowncaregroup.co.uk](mailto:info@crowncaregroup.co.uk)**

Should you remain dissatisfied following conclusion of the 2nd stage investigation, you can contact the Local Government Ombudsman, who will consider complaints that have exhausted all internal complaints process.

### **Local Government Ombudsman:**

**T: 0300 610614 E: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)**

**W: [www.lgo.org.uk](http://www.lgo.org.uk)**

Whilst CQC does not investigate individual complaints, they do receive information of concern from users of services, their families, friends and members of the public.

### **CQC:**

#### **National Correspondence**

**City Gate Gallowgate, Newcastle upon Tyne NE1 4PA**

**T: 0300 0616161**

**E: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**

**W: [www.cqc.org.uk/contactus.cfm](http://www.cqc.org.uk/contactus.cfm)**

You can also contact the following agencies:

Local Advocacy contact can be found on the notice board in the home.

### **Contracts and Commissioning**

(add local address and contact details as above)

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### **Clinical Commissioning Group (CCG)**

(add local address and contact details as above)

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**This procedure can be made available on request in other languages,  
in large print or in other formats such as audio or Braille.**