

The Old Vicarage



Residents Complaints and Compliments Procedure

WHAT IS A COMPLIMENT?

When a resident makes a compliment about something in The Old Vicarage they are acknowledging something they are particularly happy about. Compliments are good because they allow the staff at The Old Vicarage to recognise things that are being done well. If you would like to pass on a compliment please speak to any member of staff and tell them what you are pleased about. The member of staff will make sure that the Manager/Deputy is informed. Alternatively you could place a note/comment in the comments/complaints box situated in the main hallway close to the front door

WHAT IS A COMPLAINT?

If you are unhappy about any aspect within The Old Vicarage, always talk to a member of staff who work at The Old Vicarage. If this does not sort out the issue, then residents are welcome to use the complaints procedure.

It is important that all residents realise that they will not get into trouble if they use the complaints procedure. In fact, The Old Vicarage encourages residents to use the complaints procedure if they feel that talking to a member of staff about an issue has not helped.

HOW DO I MAKE A COMPLAINT?

It is important that residents realise that, if they have a problem, they should seek help immediately. If that sorts the problem out then it could be that you think that no further action is needed. If residents are still not satisfied after talking to a member of staff they must fill in a **RESIDENTS COMPLAINTS FORM** and give it to a member of staff who will promptly give it to the Manager/Deputy, or place it in **THE COMMENTS/COMPLAINTS BOX WHICH IS LOCATED IN THE MAIN HALLWAY**. Complaints forms and envelopes are available from any member of staff or **blank forms and envelopes can be found next to the comments/compliments box in the main hallway**. All residents need to know that they can ask for support from anyone they feel comfortable with when filling in the form. If a student doesn't want to fill in the form they can choose to write a letter which details their complaint and send it to:

The Manager - Michele Kelly

The Old Vicarage,

75 The Greenway,

Uxbridge,

Middlesex,

UB8 2PL

or by telephone: 01895 454712

Or e.mailed to: Michele.kelly@the-old-vicarage.org/gemma.lewis@the-old-vicarage.org

At any stage you can contact the social care complaints service with the London Borough of Hillingdon. Contact for details are listed below.

Performance & Quality Team,

Adult Social care, health & housing,

London borough of Hillingdon,

2s/08, Civic Centre, High street, Uxbridge, UB8 1UW

Tel: 01895 277800 fax: 01895 250204

E-mail: Complaints-social@hillingdon.gov.uk

WHAT HAPPENS WHEN YOU MAKE A COMPLAINT?

You will receive a written response within four working days of The Old Vicarage receipt of your complaint. The Old Vicarage promises that your complaint will be fully and fairly investigated. If the investigation is to take longer than 10 working days investigating the complaint you will be informed. The Old Vicarage is committed to sending residents the outcome of any investigation within 10 working days of its receipt of the complaint. Residents will also be informed of any action that is to be taken after the investigation is over.

WHAT TO DO IF YOU ARE NOT SATISFIED WITH THE RESPONSE YOU RECEIVE?

Occasionally, the response may not be seen to be adequate or satisfactory, in this case you should tell a member of The Old Vicarage staff & or the Manager whereby they will arrange a meeting to discuss your complaint. The Old vicarage will also invite your Social Worker or any other person you would like to attend the meeting.

Residents can also contact the registered provider for a response:

Anna Kennedy, Vine House, Harlington Road, Hillingdon, Middlesex UB8 3HD

In the event of the complaint being unsatisfactorily resolved the issue may be serious enough to involve the registering authority:

CQC - The Care Quality Commission,

Head Office,

Finsbury Tower,

103 - 105 Bunhill Row,

London

EC1Y 8TG

Tel: 03000616161

E.mail: enquiries@cqc.org.uk

Direct: Sarah.middleton@cqc.org.uk Residents should remember that at any stage they can contact the London Borough of Hillingdon, Social care complaints service ;

Performance & Quality Team, Adult Social care, health & housing, London borough of Hillingdon, 2s/08, Civic Centre, High street, Uxbridge, UB81 UW

Tel:01895 277800 fax; 01895 250204

e.mail: Complaints-social@hillingdon.gov.uk

WHAT IF YOU WANT YOUR COMPLAINT KEPT CONFIDENTIAL?

Residents can keep their complaint confidential and only people directly involved in the investigation will know of the complaint. It is important that Residents realise that they will not be treated badly if they do make a complaint. Residents can even withhold their name when they make a complaint but if they do they can not be sent a response.

WILL ANY RECORD OF THE COMPLAINT BE KEPT OR GIVEN TO ANYONE ELSE?

The number of people who know about a complaint will be limited to only those people who have to know. A more serious complaint may mean that people outside The old Vicarage will have to be told. Records of complaints will be kept but these will be treated as highly confidential documents and will be stored in a safe area.