

COMPLAINTS POLICY

(2023 - 2024)



**BENDIGO NURSING
HOME**

We want to know if you are not happy about something so that we can try to make it better



A complaint is when you tell us you are not happy about something.

We will listen to what is wrong and try to make it better.

We are happy for you to complain. It helps us to get better at what we do.



You can tell us what you are unhappy about in any way that suits you.

You can talk to anyone you feel comfortable.

This may be the manager or someone else.



You can ring us on the telephone.



You can write us a letter.

You can send us an email.



Staff will always be polite and respectful.

You should stay calm and be polite as well.

The manager may not be able to sort out the problem straight away.

They may give you a leaflet to explain how they will try to make things better.



We may write you a letter to talk with you to explain what we will do next.



We will tell you how long it will take to give you an answer to your complaint.

We will also tell you what will happen after we have sent our letter to you.



If you are not happy with how we have tried to make things better, we can tell you who else you can talk to.

An advocate is someone who will support you to resolve a problem or make a decision.



If you need any help with making a complaint you can:

- **Ask a member of staff**
- **Ask a family member or friend**
- **Ask an independent advocate**

GET IN TOUCH WITH US



01323 642 599

**Bendigo Nursing Home
22 Arundel Road
Eastbourne
East Sussex
BN21 2EL**



info@bendigonursinghome.co.uk

IF YOU ARE STILL NOT SATISFIED :

If you are not satisfied with the outcome of the investigation and action proposed, you may then write to:

Z. Karmali, Company Secretary, Kindcare (UK) Ltd, Ashley Gardens, Willoughby Crescent, Eastbourne, East Sussex, BN22 8RA,
E-mail to: zulee@zuleekarmali.co.uk

If not satisfied, then you may contact:



OR



Care Quality Commission (CQC):

South East Region, Citygate, Gallowgate,
Newcastle upon Tyne, NE1 4PA

Tel.: 03000 61 61 61;

Fax: 03000 61 61 71

E-mail: enquiries@cqc.org.uk

Adult Social Care Direct

Tel.: 0345 60 80 191

Fax: 01323 466 567

Minicom: 01323 4666 30

E-mail: socialcaredirect@eastsussex.gov.uk

Text: 07797 878 11

OR

Local Government &
Social Care
OMBUDSMAN



If you fund your care you can contact:

Local Government Ombudsman (LGO):

PO Box 4771, Coventry, CV4 0EH

LGO Advice Team: 0300 061 0614

Making a complaint: www.lgo.org.uk/making-a-complaint

Helpline: 03454 04 05 06

Website: www.citizensadvice.org.uk/consumer