



## If you're not happy, we'd like to hear about it

Here at St Wilfrid's we do everything we can to make sure our residents get the best possible service, but occasionally we get things wrong. If you have a concern or complaint, we want to resolve it, quickly and simply. If you are unhappy about any aspect of the services we provide, please talk to us. By talking to the member of staff you usually deal with, their manager or the home manager, we can often clear up any issues quickly. They will discuss the problem with you and agree with you what to do next. If it is not possible to sort out your problem in this way and you wish to make a formal complaint about St Wilfrid's care home, this leaflet explains how to do it. If the complaint you wish to make is about another organisation, our staff will provide you with information about how to make this type of complaint.

## How should you complain?

If you do not wish, for any reason, to talk to local staff, or you have done so already and the problem remains, you should put your complaint in writing. Firstly to the General Manager or contact the The Sister Provincial. You can complete the form at the end of this leaflet, and put it in any of the boxes located on each floor, hand it in to reception, write a letter, or contact our head office located on the fourth floor directly via reception. A list of office addresses and telephone numbers is included on the back of this leaflet.

## St Wilfrid's Care Homes complaints procedure

The complaints procedure has two stages. In certain situations, your complaint may go straight to stage two rather than starting at stage one. In such cases, you will receive a written acknowledgement from the Registered Manager rather than the Deputy Manager.

### Stage one – resolution

Your complaint will be acknowledged within three working days of receipt and will be referred to the Deputy Manager or Head of Care for investigation. They will conduct a full investigation and will make every effort to send you a full response within 21 working days. On the rare occasion when this is not possible, we will provide and update on progress made and explain the reason for the delay. This letter will also give some indication of when the investigation will be completed.

### Stage two - resolution

If you are not satisfied with the response you receive from the Deputy Manager or Head of Care at stage one, you can request an internal review by The Home Manager or a member of the management team from one of our other homes. This should be requested within 28 working days of the date of the final written response or meeting. The Home Manager or a member of the management team from one of our other homes will acknowledge within three working days that your complaint is under review. They will review the handling of your complaint and conduct further investigations where necessary and will then contact you within 21 working days to let you know the outcome of that review.

We will do everything we can to help resolve your complaint. In the event that we cannot and where we have exhausted our internal process, you may wish to contact the appropriate regulator or ombudsman (contact details are provided on the back of this leaflet).

## Please fill in this form if you wish to make a complaint

We will not give your name or any details on this form to anyone who does not need them. We may however have to talk to people outside of St Wilfrid's care home, so that we can take the right action to deal with your complaint.

Name.....

Your address.....

.....  
.....

Postcode .....

Your telephone number .....

Are you complaining on behalf of a resident?  
Yes / No

The name of Resident.....

Have you complained about this before?  
Yes / No

What was the name of the person you spoke  
.....

Do you know the date on which you complained?  
.....

Signature .....

Date .....