



COMPLAINTS POLICY AND PROCEDURE

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Web: www.shannoncourt.co.uk

POLICY

It is the policy of Shannon Court Care Home Ltd. That all complaints will be dealt with by completing a thorough investigation using an open and honest approach ensuring that outcomes are presented in a format that is suited to the complainant.

PROCEDURE

If any service user, relative, employee, visitor or any other person having business with Shannon Court should wish to discuss any aspect of the Home, then it would be appreciated if in the first instance the discussion or complaint be raised with the Manager, Miss Maria Williams, or if not available, with the person in charge. If satisfaction is not achieved, the Nominated Individual, Mr Ismar Alabedi, will be available to propose a solution.

Complaints can be submitted in writing, by email, through our website or any other format that is suitable to the complainant. If you require support in making your complaint, please speak with our Deputy Manager Helen Amos.

Within 3 days of receiving a complaint, a confirmation response will be sent to acknowledge receiving the complaint and confirm the date by which the complainant will receive a full reply.

Within a maximum of 28 days from the date of receiving the complaint, a full response will be forwarded to the complainant detailing the outcomes and findings of the investigation.

If it is felt that an issue needs to be raised as an area of concern this can also be done by contacting the Local Authority Quality Team, Social Care Ombudsman, Care Quality Commission (CQC) or other contacts using the following addresses.

Quality Team (Bolton)

Tel No: 01204 334236

Email: quality@bolton.gov.uk

Local Government & Social Care Ombudsman

Tel. No: 0300 061 0614

Website: www.lgo.org.uk/how-to-complain

CQC

City Gate, Gallowgate

Newcastle Upon Tyne NE1 4PA

Tel No: 03000616161 **Email:** enquiries@cqc.org.uk

NHS Greater Manchester Quality & Safety Team

NHS GM Integrated Care (Bolton)

3rd Floor, Lever Chambers Centre for Health

Bolton, BL1 1SQ

01204 462013/462023, gmicb-bol.adminchc@nhs.net

Funded Care Team

01204 462293

gmicb-bol.adminchc@nhs.net

Advocacy Service (VoiceAbility)

Website: www.voiceability.org

Tel No: 0300 303 1600

Email: helpline@voiceability.org

Date of review: 02/26

Date of next review: 02/27