

Complaints, Concerns and Compliments

At Abbeyfield Tamar Extra Care Society, we are committed to providing safe, respectful and high-quality care and support.

We welcome feedback from residents and those acting on their behalf. Whether you have a concern, complaint, compliment or suggestion, we want to hear from you. Your feedback helps us understand what we are doing well, put things right where something has gone wrong and improve the service we provide.

Making a complaint will not affect the care or support a resident receives.

Who can make a complaint?

A complaint can be made by:

- a resident;
- a relative, representative or advocate acting on behalf of a resident with their consent; or
- someone acting on behalf of a resident who is unable to represent their own interests, where this is appropriate and does not conflict with their known wishes or best interests.

How to raise a concern or complaint

You can raise a concern or complaint with **any member of staff**, either verbally or in writing. You do not have to put your complaint in writing for us to respond to it.

You can also contact:

Registered Manager

Abbeyfield Tamar Extra Care Society
11 Brest Road
Plymouth
PL6 5XN

Telephone: 01752 510810

Email: communications@theabbeyfield.co.uk

If you need support to make a complaint, please tell us. We can provide information and support in an accessible format and can help you access independent advocacy where appropriate.

What happens when you complain?

We will try to resolve straightforward concerns as quickly as possible.

Formal complaints will normally be acknowledged within three working days. We will tell you who is dealing with your complaint and when you can expect a response.

Your complaint will be considered fairly and proportionately. We aim to provide a full written response within 28 working days.

If we need more time, we will explain why and tell you when you can expect our response.

We will explain the outcome of our investigation and, where appropriate, what we are doing to put things right or improve our service. Where something has gone wrong, we will acknowledge this and apologise where appropriate.

Complaints about the Registered Manager

If your complaint concerns the Registered Manager, you can contact:

Chair of Trustees

Abbeyfield Tamar Extra Care Society

Email: tamar.chair@theabbeyfield.co.uk

Your complaint will be considered by an appropriate person who has not been directly involved in the matters complained about.

If you remain dissatisfied

If you believe that a significant aspect of your complaint has not been properly considered, you can ask us to review how your complaint has been handled.

Once we have had an opportunity to investigate and respond, you may also be able to take your complaint to the Local Government and Social Care Ombudsman (LGSCO).

Telephone: 0300 061 0614

Website: www.lgo.org.uk

Abbeyfield Tamar Extra Care Society is regulated by the **Care Quality Commission (CQC)**. CQC does not normally investigate individual complaints on a person's behalf, but you can tell CQC about concerns or experiences of care at any time.

Telephone: 03000 616161

Website: www.cqc.org.uk

Where care has been arranged or funded by another organisation, there may also be an appropriate complaints route through that organisation. We can help you identify who to contact.

Compliments and Positive Feedback

We also want to know when we have got things right.

Compliments and positive feedback can be given to any member of staff or sent using the contact details above. We share positive feedback with the people involved

and use it to recognise good practice and understand what residents and those close to them value about our service.

Our full Complaints, Concerns and Compliments Policy and Procedure is available on request from the Registered Manager. Please let us know if you require it in an alternative or accessible format.