



COMPLAINTS PROCEDURE:

The management and staff of Wenham Holt Nursing Home attempt to maintain the very highest standards of service at all times but we are aware there may be occasions when you feel we fall short of these standards. If you feel dissatisfied with any aspect of the service, we provide we invite you to do the following:

1. Discuss your problem or complaint with the nurse in charge at the time who will do their best to address the complaint and/or rectify the problem without delay.
2. If you are not happy with this initial response to your complaint please contact the proprietors Mrs Rosemary Gorvin or Mr Daniel Gorvin by telephone, in writing or by e mailing wenhamholt@outlook.com You will be given an initial response to your complaint within three days of it being received.
3. If a written response to your complaint is required or further investigation is necessary, it may take up to 14 days to issue this.

You can choose to complain to your local council if they pay for your care. You can find the contact details of your local council by visiting the website at www.gov.uk. If you are not happy with the outcome of your complaint or how it was dealt with, you can ask the Local Government Ombudsman (LGO) to investigate it. This applies whether you pay for your own care or your local council pays for it. You can contact the LGO by telephone on 0300 0610614.

If you are unhappy with the care or treatment you have received and are funded by the NHS, you can make a complaint direct to the NHS organisation that commissions the service. At Wenham Holt Nursing Home this would normally be West Hampshire Clinical Commissioning Group, telephone 0300 123 4448. If you are not happy with the outcome of your complaint you can ask the Health Service Ombudsman (HSO) to investigate it. You can contact the HSO by telephoning 0345 015 4033.

The above advice is taken from a booklet published by our inspectorate: The Care Quality Commission, telephone 03000 616161 and their booklet can be downloaded at www.cqc.org.uk/complaints or by e mail: enquiries@cqc.org.uk.

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