

COMPLAINTS PROCEDURE

If you have a complaint, or there is anything you are not happy about or would like to change, please use the following procedure:

1.

All complaints can be made by telephone, in person, in writing or by email.

- **Please contact:** Simone Walmsley (Registered Manager) or Geraldine Yesil (Home Manager)
- **In person:** Mansion House Residential Home
- **Postal address:** Mansion House Residential Home, Burnham Road, Althorne, Essex, CM3 6DR
- **By telephone:** (01621) 742269
- **By email:** msg@mansionh.co.uk

2.

Where a complaint is made in person or by telephone, we will:

- Make a written copy of the complaint
- Provide a copy of the written record within 3 working days

3.

All complaints will be acknowledged within 3 working days and in the acknowledgement letter you will be given the name of the person who will investigate.

4.

A complaint must be made no later than 12 months after:

- The date the event occurred or, if later;
- The date the event came to notice of the complainant.
- The time limit will not apply if Mansion House is satisfied that: the complainant can give a good reason for not making the complaint within that time limit, and despite the delay, it is still possible to investigate the complaint effectively and fairly.

5.

Mansion House will also investigate and respond to anonymous complaints, but the normal reporting procedures need to apply.

6.

All complaints will be investigated by a person with sufficient seniority to resolve the issues.

7.

Complainants will receive (so far as is reasonably practical) assistance to enable you the complainant to understand the complaint procedure, can be sought from any of the Management team or Senior on duty.

8.

Mansion House will keep you informed about the progress of the investigation.

9.

Our expected turnaround time will be within 28 working days.

10.

The person whom made the disclosure/complaint will need to attend the outcome meeting to be informed of the investigations findings unless the complainant lacks capacity, in which case their elected representative need attend.

11.

Once your complaint has been fully dealt with by Mansion House, if you are not satisfied with the outcome you can complain to the Local Government Ombudsman (LGO), The LGO provides a free, independent service. You can contact the LGO Advice team for information and advice, or to register your complaint:

- **By telephone:** 0300 061 0614
- **By web:** www.lgo.org.uk

The LGO will not investigate a complaint until Mansion House Residential Home has had an opportunity to respond and resolve the matters.

12.

Our Service is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time. You can contact the CQC at:

- **By post:** CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle-upon-Tyne, NE1 4PA
- **By telephone:** 0300 061 6161
- **By web:** www.cqc.org.uk/contact-us

This procedure can be made request in other languages and in other formats such as cassette and braille.