

RAYNER HOUSE AND YEW TREES LTD

COMPLAINTS PROCEDURE FOR RESIDENTS OF RAYNER HOUSE

Residents, their relatives and members of the public, are encouraged to make their views known when they are both satisfied and dissatisfied with the services provided by Rayner House and Yew Trees.

The Registered Manager and Business Manager welcome the opportunity to discuss with residents any concerns. Rayner House & Yew Trees is committed to equal opportunities and recognises its obligations towards harassment. Residents are encouraged to discuss any behaviour that they consider offensive and unacceptable. Any complaints will be handled confidentially.

It is hoped that most complaints can be dealt with within the Home itself by means of direct discussion between the Care Staff, or Management and the person making the complaint.

The procedure for making a complaint is laid down as follows:

- 1 Ask any member of staff for information about any matter of concern.
- 2 If you are not satisfied that your complaint has been answered, ask to see the Registered Manager, **Miss Susan Taylor** or the Business Manager, **Ms Anita Bassett**
- 3 If, after your discussions with either the Registered Manager or the Business Manager you are still not satisfied, you may contact the Trustees, asking for an interview and stating the nature of your complaint.
An appointment will be arranged with a Trustee within seven days.
- 4 All complaints regarding local authority funded residents have the right to inform the Local Authority that is funding their care of the complaint. Rayner House also has to inform Solihull authority if we receive a complaint from a Solihull funded resident.
Please telephone your Local Authority for details of their complaints procedure or visit their web site for guidance.

All complaints regarding privately funded residents have the right to inform the Local Government Ombudsman.

Their contact details are: www.lgo.org.uk/ Please call on 03000610614

Alternatively write to: The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

The Care Quality Commission can be contacted any time to discuss any issues appertaining to the care of a resident and/or the complaint.

Their contact details are: Care Quality Commission
City Gate
Gallowgate
Newcastle-upon Tyne
Tel No 03000 616161

Every complaint will be thoroughly investigated and, if substantiated, the appropriate measure will be taken by way of remedy. Any complaints will be acknowledged within five working days and the complainant will be advised of the outcome within 28 days. Please be aware we may not be able to discuss all of the outcome due to confidentiality and GDPR.

The organisation will give feedback to the complainant on any actions taken to reduce the likelihood of a similar situation occurring in the future.