

Name:

Your address:

Telephone number:

Email:

St Anne's Nursing Home

Stour Road Care Home

Please outline your complaint:

How to make a complaint

This leaflet tells you how to make a complaint about a WCN Care Group home

If you are not happy, we would like to hear about it

At WCN Care Group care homes we do everything we can to make sure our residents get the best possible care, but occasionally we get things wrong. If you have a concern or a complaint, we want to resolve it quickly and simply.

Step 1: Discuss with the team locally

If you are unhappy about any aspect of the services we provide, please talk to us. By talking to the member of staff you usually deal with, or the home manager, we can often clear up any issues quickly and agree with you what to do next.

How should you complain?

If for any reason you do not wish to talk to local staff, or you have done so already and the problem remains, you should put your complaint in writing or complete the form at the end of this leaflet and send it to the home. Contact details are within this leaflet and are also on display in the home.

WCN Care Group homes complaints procedure

Step 2. Formal Complaint

If the team members or managers response is unsatisfactory, please escalate the complaint to the Responsible Individual, Dr Toby Williams. Please mark the envelope clearly with "Complaint" so that it can be addressed in a timely manner.

St Anne's Nursing Home (WCN Care Ltd), 21-23 Wayside Road,
Southbourne, Bournemouth, BH6 3ES
01202 425642 complaints@wcncares.com

Stour Road Care Home (WCN Care Stour Road Care Home Ltd), 14
Stour Road, Christchurch, BH23 1PS
01202 481160 complaints@wcncares.com

We will acknowledge your complaint within 5 working days letting you know who will investigate and formally respond to your concerns within a further 15 working days.

Step 3. Appeal

If we are unable to satisfactorily resolve the complaint within 20 working days then you can refer this complaint to the Care Quality Commission and Bournemouth Borough Council.

Step 4. Referring Complaints to External or Independent Bodies

At any time, if your complaint about a WCN Care Group care home, you may refer the complaint to one of the following bodies. However, they will not usually consider a complaint until the complainant has exhausted the provider's internal procedures.

- Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA, 03000 616161, www.cqc.org.uk
- Dorset Clinical Commissioning Group, Customer Care Manager, NHS Dorset CCG, 2nd Floor, West wing, Vespasian House, Dorchester, Dorset, DT1 1TG, 01305368926, complaints@dorsetccg.nhs.uk
- Local Authority, The Complaints and Improvement Officer, Commissioning and Improvement (Adults), BCP Council, Civic Centre, Poole, BH15 2RT 01202 261159 comments.adultsocialcare@bcpcouncil.gov.uk

We will co-operate in the same way with anyone acting on behalf of complainants as we would with the complainant themselves.

Step 5. Resolution

Once the complaint is resolved, the WCN Care Group home team will complete the relevant sections of the Complaints Record Form, which will be signed off by involved parties. The complaints record form will be reviewed as part of a quality assurance process.

OFFICE USE

Date Received:

Date Manager / Responsible Individual Informed:

and by name of person receiving complaint: