

Name:

Your address:

Telephone number:

Email:

St Anne's Care Home

☐

Stour Road Care Home

☐

WCN Care at Home

☐

Please outline your complaint:

# How to make a complaint

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

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

At WCN Care Group 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 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 our staff, or you have done so already and the problem remains, you should put your complaint in writing either in an email to [complaints@wcn-care.com](mailto:complaints@wcn-care.com) or complete the form at the end of this leaflet and send it to one of the addresses below. Contact details are within this leaflet and are also on display in our homes.

## WCN Care Group 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 email [complaints@wcn-care.com](mailto:complaints@wcn-care.com) or 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

**Stour Road Care Home** (WCN Care Stour Road Care Home Ltd), 14 Stour Road, Christchurch, BH23 1PS. 01202 481160

**WCN Care at Home** (WCN Care Ltd), 21-23 Wayside Road, Southbourne, Bournemouth, BH6 3ES. 01202 425642

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 Local Authority.

### Step 4. Referring Complaints to External or Independent Bodies

At any time, if your complaint about a WCN Care Group care service, 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.

- **CQC National Customer Service Centre** Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA, 03000 616161, [www.cqc.org.uk](http://www.cqc.org.uk)
- **Dorset Clinical Commissioning Group**, Customer Care Manager, NHS Dorset CCG, 2nd Floor, West wing, Vespasian House, Dorchester, Dorset, DT1 1TG, 01305 368926, [customer.careteam@dorsetccg.nhs.uk](mailto:customer.careteam@dorsetccg.nhs.uk)
- **Local Authority**, Adult Social Care Commissioning, BCP Council, Civic Centre, Bourne Avenue, Bournemouth, BH2 6DY, Tel: 01202123970 or 07484261897, Email: [comments.adultsocialcare@bcpcouncil.gov.uk](mailto: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 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: