How to make a complaint

WCN Care Group complaints leaflet

If you are unhappy with any aspect of our care or service, please tell us. We will listen, take your concern seriously, and work with you to put things right wherever possible.

Our complaints process

1. Talk to us locally If something is wrong, please speak to the member of staff you usually deal with, the carer or the manager. Many concerns can be resolved quickly this way.	**2. Make a formal complaint** If the issue is not resolved, or you would prefer to complain formally, contact the Responsible Individual, Dr Toby Williams, by email, letter, or through a member of staff.	**3. Investigation and response** We will acknowledge your complaint within 5 working days and aim to provide a clear written response within 20 working days where possible.
4. If you remain dissatisfied You may ask for the matter to be reviewed or escalated if you are unhappy with the outcome.	**5. External review** You may contact an external or independent body. They will usually expect our internal process to have been completed first.	**6. Learning and improvement** We record, review and learn from complaints as part of our quality assurance process.

How to complain

You can make a complaint in writing, by email to complaints@wcncare.com, or by speaking to a member of staff who can record the complaint on your behalf. Please mark written complaints clearly as **Complaint**.

To help us investigate, please tell us what happened, when it happened, who was involved, what you have already done to raise the issue, and what outcome you are hoping for.

Where to send your complaint

St Anne's Nursing Home 21–23 Wayside Road, Southbourne, Bournemouth, BH6 3ES 01202 425642	**Stour Road Care Home** 14 Stour Road, Christchurch, BH23 1PS 01202 481160
WCN Care at Home 21–23 Wayside Road, Southbourne, Bournemouth, BH6 3ES 01202 425642	**Chestnut Court Care Home** 9 Copse Road, New Milton, BH25 6ES 01425 620000

Data protection complaints

If your complaint relates to how we handle your personal information, including access to records, accuracy of information, sharing, retention, security or confidentiality, it will be managed through our complaints process. We will aim to acknowledge the complaint within 30 days and investigate without undue delay. Further information is available in our Privacy Notice.

External or independent bodies

You may contact an external organisation at any time. However, they will usually expect our internal complaints process to have been completed first. We will co-operate fully with any external organisation and with anyone acting on your behalf.

Care Quality Commission (CQC) Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA 03000 616161 www.cqc.org.uk	**Information Commissioner's Office (ICO)** For data protection complaints 0303 123 1113 www.ico.org.uk
NHS Dorset Customer Care Manager, Vespasian House, Dorchester, Dorset, DT1 1TG 01305 368926 customer.careteam@dorsetccg.nhs.uk	**Local Authority (BCP)** Adult Social Care Commissioning, BCP Council 01202 123970 or 07484 261897 comments.adultsocialcare@bcpcouncil.gov.uk
NHS Hampshire and Isle of Wight Integrated Care Board Telephone: 0300 561 0900 Email: hiowicb-hsi.complaints@nhs.net	**Local Authority (Hampshire)** Customer Care Team Adults' Health and Care The Castle, Winchester SO23 8UQ

Complaint form

Name:	
Address:	
Telephone:	
Email:	
Service:	St Anne's Nursing Home / Stour Road Care Home / WCN Care at Home / Chestnut Court Care Home

Please outline your complaint:

What outcome would you like?