**COMPLAINTS POLICY**

Throughout the home we endeavour to provide the highest possible standards of care and service to our residents, their families and friends, to all of those companies with whom we do business and to all of our visitors. Whilst we try to get it right first time, we may not always succeed. We rely upon our customers to tell us if we fail to please. We also hope that you will tell our staff if you have any suggestions or ideas that may improve our service or indeed, tell them if you think they are doing a good job.

We will treat all comments seriously, to respond promptly and to do our utmost to put things right.

If you do have a complaint, please ask to speak to the staff nurse on duty, and we will try to resolve it immediately.

If you wish make your complaint in writing, we will acknowledge receipt within 7 working days.

Please send to:

Mr Philip White – Operations Manager or Ann Barclay - Home Manager

St Benedicts Nursing Home

29 Benedict Street

Glastonbury

Somerset

BA6 9NB

[Philip@stbens.co.uk](mailto:Philip@stbens.co.uk) or [Ann@stbens.co.uk](mailto:Ann@stbens.co.uk)

All investigations will be undertaken immediately, thoroughly and we will keep you informed of our actions in writing. We will be happy to discuss the result of the investigation with you and let you know what action we propose to take.

All investigations will be undertaken as swiftly as possible and will be completed no later than 30 days from receipt of the complaint.

If, having discussed your complaint, you feel you are still dissatisfied for any reason, or if your complaint directly involves the Home or Operations Manager, you should set out your complaint in writing and send/fax it to the Care Quality Commission (CQC)

CQC

Citygate

Gallowgate

Newcastle Upon Tyne

NE1 4PA

Or telephone 03000 616161

Fax 03000 616171

If you feel that your concerns or complaint may have put, or are putting a resident at risk of harm, you should also contact the Somerset Direct Adult Social care Safeguarding Team by telephone on 0300 123 2224.

Failing any satisfactory conclusion, involving the OMBUDSMAN would be the next level of complaint.