



Healthcare Homes Group

Raising a Concern/Complaint

Should you feel the need to make a formal complaint, please inform the Manager who will endeavour to provide a full response to you within twenty working days.

If the Manager is unable to satisfactorily resolve the complaint or if you or your family are not satisfied with the outcome, please put your complaint in writing to the Regional Manager/Director. Details as below:

Katherine Foley, Regional Director, Healthcare Homes Group
The Beeches, Apex 12, Old Ipswich Road, Ardleigh, Colchester, CO7 7QR
Tel: 01206 987440. **Email:** admin@healthcarehomes.co.uk

If you are not satisfied with the outcome of your complaint or you wish to raise it with someone outside of the company, you can contact Social Services, Local Authority, Clinical Commissioning Groups (if applicable), the Local Government Ombudsman or the Care Quality Commission.

Local Authority:

Norfolk County Council, County Hall, Martineau Lane, Norwich NR1 2DH
Tel: 0344 800 8020

Clinical Commissioning Group:

Great Yarmouth & Waverney CCG, 1 Common Lane N, Beccles NR34 9BN
Tel: 01502 719500
Email: gywccg.your-views-matter@nhs.net

Social Services:

Norfolk County Council Social Care Team
Tel: 0344 800 8020

The LGO provides a free, independent service and you can contact them for information and advice, or to register your complaint:

The Local Government Ombudsman,
PO Box 4771, Coventry CV4 0EH
T: 0300 061 0614
W: www.lgo.org.uk/adult-social-care/

*The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Alternatively, you can contact the Care Quality Commission (CQC) at:

Care Quality Commission National Correspondence,
Citygate, Gallowgate,
Newcastle upon Tyne, NE1 4PA
T: 0300 061 6161
W: www.cqc.org.uk/contactus.cfm

*The CQC cannot get involved in individual complaints but is happy to receive information about our services

If you require this information in another format e.g. large print, or in another language, please let the Manager know and we shall arrange this.