



## Healthcare Homes Group

# Raising a Concern/Complaint

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

You may raise your concern or complaint in a variety of ways (text, online, letter or residents' meetings). Putting your concerns in writing will best ensure we understand them fully.

Please let the Manager know if you would like information regarding independent advocacy services that can support

you to raise a concern or complaint. If you prefer to report something anonymously, you may do so by using the 'suggestion box' located in the reception area of the home.

If the Manager is unable to satisfactorily resolve the concern or complaint, or if you or your family are not satisfied with the outcome, please put your complaint in writing to the Regional Manager/Director who will endeavour to resolve your complaint within 20 working days of the escalation. 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

Should you remain dissatisfied following a response from the Regional Director, you may request an impartial internal review that will be conducted by a member of the Healthcare Homes Group Executive Team.

If you remain dissatisfied with the outcome of your complaint or you wish to raise it with someone outside of the company, you can contact the following external bodies:

**Norfolk County Council**  
County Hall, Martineau Lane,  
Norwich, Norfolk  
NR1 2DH  
**Tel:** 0344 800 8020  
**Email:** information@norfolk.gov.uk

**NHS Norfolk and Waveney  
Clinical Commissioning Group**  
Lakeside 400, Old Chapel Way, Broadland Business  
Park, Thorpe St Andrew, Norwich NR7 0WG  
**Tel:** 01603 595857  
**Email:** nwccg.complaintsservice@nhs.net

**Adult Social Services**  
Norfolk County Council  
**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.