

Raising a concern/complaint

Should you wish to raise a concern or make a formal complaint, please contact the Registered Manager at the home who will endeavour to provide a full response to you within 20 working days. You may raise your concern or complaint by email, phone, letter or at one of our residents' meetings. We would encourage you to put any concerns in writing to help us understand and respond to you fully. You should contact:

The Registered Manager, The Chase,
4 Printers Avenue, off Whippendell Road, Watford, Hertfordshire, WD18 7QR
Tel: 01923 232307 Email: manager@thechase.healthcarehomes.co.uk

There are independent advocacy services available that can support you to raise a concern or complaint. If you would like details, the Registered Manager will be happy to provide them.

If you are dissatisfied with the response you receive, or if your complaint involves the Registered Manager, your concern will be taken up by the Regional Manager or may be assigned to the Service Development & Regulation Director to respond. You can expect a response within 20 working days. Your concern or complaint should be addressed to:

The Operations Team, Healthcare Homes Group,
The Beeches, Apex 12, Old Ipswich Road, Ardleigh, Colchester, CO7 7QR
Tel: 01206 987440. Email: feedback@healthcarehomes.co.uk

If you are still not satisfied with the outcome, you may request an impartial review by the Operational Managing Director – Care Homes who is a member of the company's Executive Team.

The Operations Managing Director – Care Homes, Healthcare Homes Group,
The Beeches, Apex 12, Old Ipswich Road, Ardleigh, Colchester, CO7 7QR
Tel: 01206 987440. Email: feedback@healthcarehomes.co.uk

If you wish to raise your concern with someone outside of the company, you can contact the following external bodies:

Hertfordshire County Council,
Adult Care Services, Farnham House,
Stevenage,
Hertfordshire, SG1 2FQ
Tel: 0300 1234042

Hertfordshire & West Essex ICB,
Charter House, Parkway, Welwyn Garden City,
Hertfordshire, AL8 6JL
Tel: 01707 685000

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.