

## Section 4 – Shared Policies

### 4A Complaints Policy

#### **Policy**

- It is the policy of Oakdown House that we encourage both staff and residents to use the complaints procedure to its fullest.

#### **What is the complaints procedure for?**

The complaints procedure is there to help us improve the service we provide. You should use the complaints procedure to tell us about any aspect of the service with which you are unhappy, or feel could be improved.

#### **Who can make a complaint?**

**Anyone can use the complaints procedure to make a complaint; residents, staff, visitors, relatives and health professionals.**

However, staff employed by Oakdown House should use the company's internal Grievance Procedure, should they wish to complain about another member of staff.

#### **How to make a complaint**

You can make a complaint in writing or verbally. Oakdown House has a complaints form which you can use if you wish.

There are two different types of complaint: formal and informal. Informal complaints are usually minor. We would encourage you in the first instance to speak directly with the Team Leader in charge, who may be able to resolve the complaint immediately. Informal complaints are not usually recorded. Formal complaints should be directed to the Registered Manager, although you may wish to ask a member of staff to help or forward a complaint on your behalf.

#### **What can you expect to happen now?**

All formal complaints are dealt with by the Registered Manager. We aim to respond in writing to formal complaints within seven working days. The response will include information about any action taken as a result of your complaint. If you are unhappy with the response you receive, or if your complaint concerns the Registered Manager, we would encourage you to contact the Directors of Oakdown House, to investigate your complaint. If you are still unhappy, then you should contact the Care Quality Commission, our external regulator.

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#### **Contact information**

The Registered Manager  
Oakdown House  
Ticehurst Road  
Burwash Common  
East Sussex  
TN19 7JR  
01435-883492  
[rtopliss@oakdownhouse.co.uk](mailto:rtopliss@oakdownhouse.co.uk)

Mr M Derrick – Director  
Willingford House  
Forge Lane  
Dallington  
East Sussex  
TN21 9JJ  
01435-882940  
[mderrick@oakdownhouse.co.uk](mailto:mderrick@oakdownhouse.co.uk)

Care Quality Commission  
South East Region  
City Gate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
03000 -616161

East Sussex County Council  
Adult Social Care Complaints Team  
County Hall, St Annes Crescent  
Lewes, East Sussex, BN7 1UE  
01273 481242  
[ascommentscomplaints@eastsussex.gov.uk](mailto:ascommentscomplaints@eastsussex.gov.uk)

LGO Advice Team  
Telephone: 0300 061 0614  
E.mail: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)  
Website: [www.lgo.org.uk](http://www.lgo.org.uk)

**HELP - I NEED TO COMPLAIN!**



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- **What about?**

You can complain about anything which you are not happy about. This could be everyday things like; meals, noise, not being able to choose, poor service, to very important things like; staff being unkind, someone you are afraid of, being hurt or upset by others.

- **Who should I tell?**

You can talk to your **keyworker**, or any member of **staff** about your complaint. All complaints will be passed on to **Stephanie**, the manager, who will make sure your complaint is looked in to.

- **Who else can help me?**

If you need help from outside Oakdown, you could speak to your **family**, a **visitor** you know, or an **Inspector**. You could talk to them when they visit Oakdown, phone them yourself, or ask someone to help you make a phone call or write a letter.

- **What will happen next?**

We take all complaints very seriously. If we need to, we will ask for help from outside to look into your complaint. We will talk to you every day, keeping you up to date with any news about your complaint, until you are happy there is no longer a problem.

- **People who can help**

Robert Topliss – Telephone 01435 883492

Michael Derrick – Telephone 01435 882940

The Inspector – Telephone 0300 0616161

Local Government Ombudsman – 0300 061 0614

East Sussex County Council Complaints – 01273 481242

This form can be used in conjunction with the Registered Managers Complaints procedure Record (index)

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<b>Oakdown House - Complaints Form</b>	
Complaint made by whom?	Date Received:
Complaint recorded by:	Signature of person recording complaint:
Describe the complaint OR attach complaint if written	
Any actions already taken:	
Do these actions appear to have resolved the complaint and satisfied the complainer? (yes/no)	
If the immediate actions have not solved the problem, who is taking or will take further action?	
Describe further actions taken to resolve the complaint:	
Have the actions taken been communicated to the complainer?	
Can the complaint now be considered to be resolved?	
Are there implications for staff training?	
Name of person completing this report:	Date of completion:
Signature of person completing this report:	
C/fav/forms, 1/10/04	