



COMPLAINTS

DIAGRAMATIC PRESENTATION OF COMPLAINTS POLICY AND PROCEDURE

(Also a copy of the full complaints policy and procedure is available in the reception area and in the residents' rooms)



Management and staff will endeavour to provide the best quality of care, treatment and support available. Management also accepts that from time to time people, residents and / or their representatives may not be satisfied or fully satisfied with all or part of the care, treatment and support provided. Management and staff will take any reasonable steps to resolve the situation. Any complaints, issues and / or concerns raised are welcomed because they enable staff and management to learn valuable lessons. This home makes every effort to be open and transparent. It is our belief that it is far better to deal with a complaint early, openly and honestly, for everyone's benefit. People complaining will not be discriminated against or victimized. *WE AIM TO ENSURE THAT YOU HAVE A POSITIVE EXPERIENCE AND AN OUTCOME THAT WORKS FOR YOU.* If you have a complaint, a concern, an issue or anything at all, no matter how small it may seem, you may follow one of the following routes to raise a

