## **COMPLAINTS POLICY** (2023 - 2024)



# We want to know if you are not happy about something so that we can try to make it better



A complaint is when you tell us you are not happy about something.

We will listen to what is wrong and try to make it better.

We are happy for you to complain. It helps us to get better at what we do.





You can tell us what you are unhappy about in any way that suits you.

You can talk to anyone you feel comfortable.

This may be the manager or someone else.





You can ring us on the telephone.

You can write us a letter.

#### You can send us an email.



Staff will always be polite and respectful.

You should stay calm and be polite as well.

The manager may not be able to sort out the problem straight away.



They may give you a leaflet to explain how they will try to make things better.



We may write you a letter to talk with you to explain what we will do next.



We will tell you how long it will take to give you an answer to your complaint.

We will also tell you what will happen after we have sent our letter to you.





If you are not happy with how we have tried to make things better, we can tell you who else you can talk to.

An advocate is someone who will support you to resolve a problem or make a decision.





If you need any help with making a complaint you can:

- Ask a member of staff
- Ask a family member or friend
- Ask an independent advocate

## **GET IN TOUCH WITH US**



01323 642 599

Bendigo Nursing Home 22 Arundel Road Eastbourne East Sussex BN21 2EL





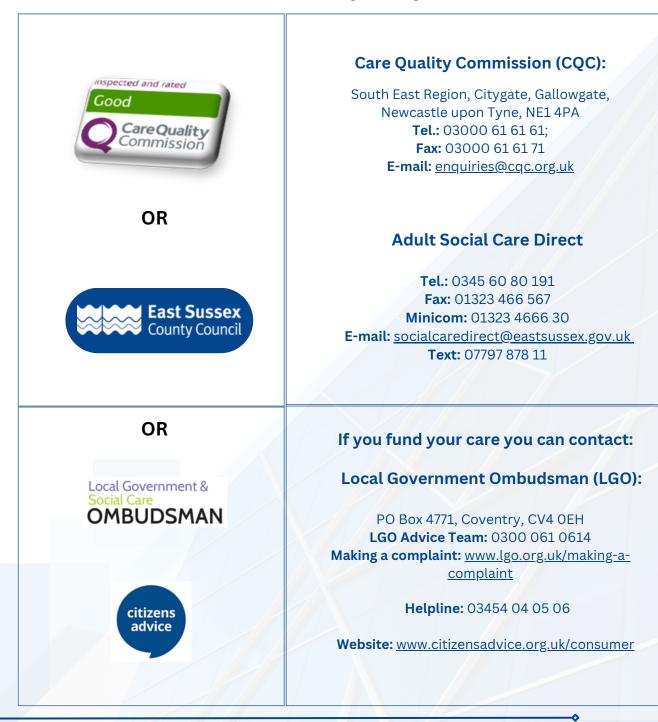
info@bendigonursinghome.co.uk

## IF YOU ARE STILL NOT SATISFIED :

If you are not satisfied with the outcome of the investigation and action proposed, you may then write to:

### Z. Karmali, Company Secretary, Kindcare (UK) Ltd, Ashley Gardens, Willoughby Crescent, Eastbourne, East Sussex, BN22 8RA,

E-mail to: zulee@zuleekarmali.co.uk



#### If not satisfied, then you may contact: