



Complaints

This leaflet explains everything you need to know about how to make a complaint, how we will handle a complaint and what you can expect from us as we try to make things right.

We want to hear from you

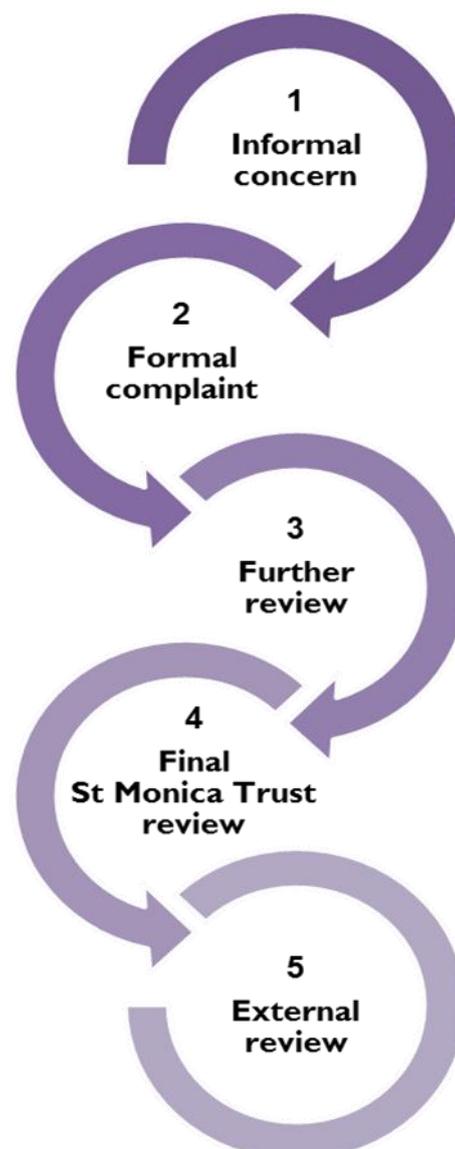
At the St Monica Trust, we welcome your feedback. Although we do everything we can to ensure that you get the best possible service, occasionally things can go wrong. We are sorry when things go wrong, and we want to hear from you if you are unhappy with us in anyway.

Please get in touch as soon as it's convenient. Most problems get resolved straight away, but we'll keep you informed while we look into your concerns.

We promise to listen to you, acknowledge, investigate and inform you of the resolution of your complaint.

Our complaints process

There are five stages of our complaints process:



1

Informal concern

Please inform any staff member of your concern as soon as possible. That individual will try and put things right straight away.

2

Formal complaint

Inform the Registered Manager of the service or a senior colleague on duty that you would like to make a formal complaint and they will acknowledge your complaint within five working days.

Within a further ten working days the Registered Manager or senior colleague will do their best to investigate and resolve your complaint. If it takes longer than this, they will tell you the likely timescale and keep you informed of their progress throughout.

3

Further review

If you've followed steps one and two but were still unable to reach a satisfactory conclusion, then the Registered Manager or senior colleague will pass your complaint over to either our Head of Care Homes or Head of Community Services (which ever is most appropriate).

They will acknowledge your complaint within five working days of receiving it. Within a further five working days they will review and respond to you, explaining what they've found and a proposal to put things right.

4

Final St Monica Trust review

If you are not satisfied with the outcome of stage three your complaint will be passed on to the Chief Executive. Within five working days the Chief Executive will acknowledge the written complaint. Within a further seven working days the Chief Executive will take a look at everything that's happened up to this point, and then send a final response letter that explains the Trust's conclusive position on the matter.

5

External review

We hope there won't be a need to move on any further, we really do want to put things right if they've gone wrong.

If after following the complaints process in full, you're not satisfied with our final response letter, or we fail to provide you with a final decision within 37 working days of the registered manager or senior member of staff on duty receiving a formal complaint, unless we have previously agreed a later deadline, then you can pass your complaint to the Local Government Ombudsman or Housing Ombudsman.

We will co-operate fully with the Ombudsman Services during any investigation and comply fully with the resulting decision, which will be binding on us. We will cooperate in the same way with an intermediary acting on your behalf.

Serious allegations

Serious allegations about care should be brought to the attention of our Head of Care Homes or Head of Community Services (as relevant) at the earliest opportunity. Such allegations, which may include potential abuse, neglect, or theft by a member of staff, will be reported to the relevant Adult Safeguarding Team, Care Quality Commission and, where appropriate, the Police.

Useful names and addresses

**Head of Care Homes or
Head of Community Services
St Monica Trust
Cote Lane, Westbury-on-Trym
Bristol, BS9 3UN**

The following Ombudsman services are able to investigate complaints from customers and/or residents and to make recommendations:

Care Concerns:

Local Government Ombudsman
PO Box 477
Coventry, CV4 0EH
Telephone Number 0300 061 0614

Non-Care Operational Concerns:

Housing Ombudsman Service
81 Aldwych
London, WC2B 4HN
Telephone Number 0300 111 3000

Care Quality Commission

Citygate
Gallowgate
Newcastle-upon-Tyne, NE1 4AP
Telephone Number 0300 061 6161

Local authorities:

Bristol City Council
Freepost RTKJ-SGBZ-ULSH
Customer Relations (100 TS)
PO Box 3176
Bristol, BS3 9FS
Telephone Number 0117 922 2723

North Somerset Council
Care Connect
Town Hall
Walliscote Grove Rd
Weston-super-Mare, BS23 1UJ
Telephone Number 01275 888 801

South Gloucestershire Council
Freepost RTCT-JXLE-EETT
South Gloucestershire Council Children,
Adults and Health Department
Complaints & FOI Team Civic Centre,
High Street Kingswood
Bristol, BS15 9TR
Telephone Number 01454 865924

Bath & North East Somerset Council
Complaints Team
Bath and North East Somerset
Freepost SWBI0433
Bath, BA1 1BF
Telephone Number 01225 477752

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