



St Monica Trust

# CARE HOME 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 any way.

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. We will not treat you any differently if you make a complaint**

**If you need all or part of this publication in larger print please email: [marketing@stmonicastrust.org.uk](mailto:marketing@stmonicastrust.org.uk)**



# 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 or another Senior Manager 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 Manager 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 are not satisfied with our initial response please let us know. The Registered Manager or Senior Manager will pass your complaint over to our Head of Operations.

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. If more time is needed they will agree an alternative response deadline with the complainant.



## 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 Director of Nursing Homes.

Within five working days the Director of Nursing Homes will acknowledge the written complaint. Within a further seven days the Director 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 Manager receiving a formal complaint, then you can pass your complaint to the Local Government and Social Care 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.*

## Serious allegations

*Serious allegations about care should be brought to the attention of our Director of Nursing, Director of Residential Property and Development, Director of Group Services or Director of Care in the capacity as the Nominated Individual for CQC (as appropriate) 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.*

**All Directors and  
Head of Operations:  
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:*

**Local Government and Social  
Care Ombudsman  
(complaints related to Adult  
Social Care)**

[www.lgo.org.uk](http://www.lgo.org.uk)

**Housing Ombudsman Service,  
(who consider complaints  
about leasehold services)**

PO Box 152, Liverpool, L33 7WQ

Tel: 0300 111 3000

[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

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**Care Quality Commission**

Citygate, Gallowgate  
Newcastle upon Tyne, NE1 4AP

Tel: 0300 061 616

[www.cqc.org.uk](http://www.cqc.org.uk)

**Local authorities:**

**Bristol City Council**

Freepost RTKJ-SGBZ-ULSH  
Customer Relations (100 TS)  
PO Box 3176, Bristol, BS3 9FS  
Tel: 0117 922 2723

**North Somerset Council**

Care Connect, Town Hall  
Walliscote Grove Road  
Weston-super-Mare, BS23 1UJ  
Tel: 01275 888 801

**South Gloucestershire  
Council**

Freepost RTXL-YHGY-GSYS  
South Gloucestershire Council  
Children, Adults and Health  
Department, Complaints & FOI  
Team, Council Offices, Badminton  
Road, Yate, Bristol, BS37 5AF  
Tel: 01454 865 924

**Bath & North East Somerset  
Council**

Complaints Team, Bath and North  
East Somerset Council, Freepost  
SWB10433, Bath  
BA1 1BF  
Tel: 01225 477 752