



St Monica Trust

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.

Our complaints process

There are five stages of our complaints process. These are explained in more detail on the next pages.



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 agree a timescale for responding with you 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 colleague will pass your complaint over to our Director 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 with a proposal to put things right.

4. Final St Monica Trust review

If you are not satisfied with our stage three response, please let us know. 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 decision 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 have gone wrong.

If you are not satisfied with our final decision letter, or we fail to provide it within 37 working days of the Registered Manager or senior colleague receiving a formal complaint, unless we have previously agreed a later deadline, 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 final decision, which will be binding on us. We will co-operate in the same way with an intermediary acting on your behalf.

* Serious allegations about care

Serious allegations about care should be brought to the attention to our Director of Operations 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.

We are St Monica Trust



Useful names and addresses

St Monica Trust

Cote Lane

Westbury-on-Trym

Bristol BS9 3UN

Telephone 0117 949 4000

Email info@stmonicastrust.org.uk

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 4771

Coventry CV4 0EH

Telephone 0300 061 0614

www.lgo.org.uk

Non-Care Operational Concerns

Housing Ombudsman Service

PO Box 152, Liverpool L33 7WQ

Telephone 0300 111 3000

www.housing-ombudsman.org.uk

Care Quality Commission

Citygate

Gallowgate

Newcastle-upon-Tyne NE1 4AP

Telephone 0300 061 6161

The CQC does not investigate complaints but uses them to inform its inspection programme.

Bristol City Council

Freepost RTKJ-SGBZ-ULSH

Customer Relations (100 TS)

PO Box 3176

Bristol BS3 9FS

Telephone 0117 922 2723

North Somerset Council

Care Connect

Town Hall

Walliscote Grove Rd

Weston-super-Mare BS23 1UJ

Telephone 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 01454 865924

Bath & North East Somerset Council

Complaints Team

Bath and North East Somerset

Freepost SWBI0433

Bath BA1 1BF

Telephone 01225 477752

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