



## Policy on Comments, Suggestions and Complaints

It is our policy that all comments, suggestions and complaints will be dealt with quickly and effectively.

We will make every effort to provide the best possible service. However, there may be occasions when people are not happy with the service.

We recognise the right of all residents, relatives, representatives and members of staff to inform us of any problems or complaints they may have.

We are always looking to improve our services. All comments, suggestions and complaints, regardless of how small they may appear, will be treated seriously and used to improve the service offered.

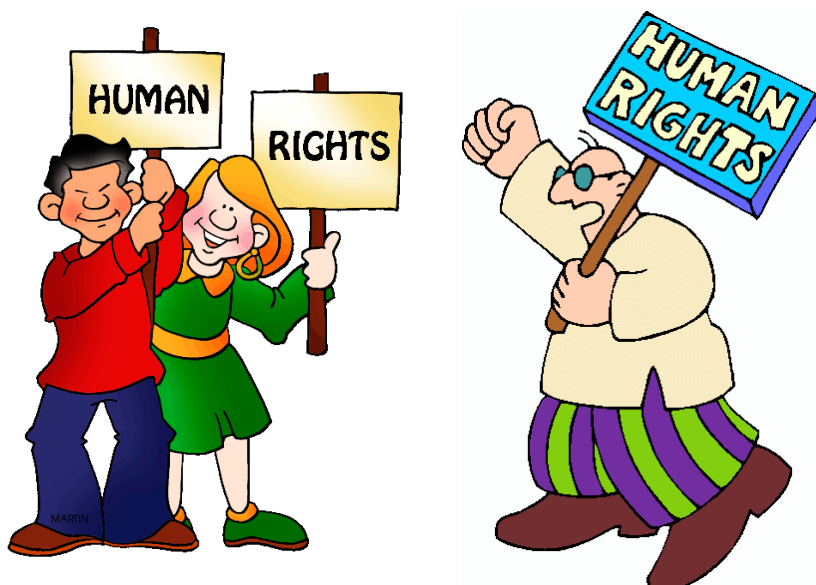
All complaints received will be recorded and investigated by the manager immediately.

In the first instance every effort will be made by the manager to rectify the complaint.

The manager will make arrangements to discuss the outcome of the investigation with the complainant. However, if the White House cannot rectify the complaint to the complainant's satisfaction, the complainant may at any stage contact the Care Quality Commission (CQC) at the following address:

Care Quality Commission  
CQC HSCA Compliance  
Citygate  
Gallowgate  
Newcastle Upon Tyne  
NE1 4PA

Tel: 03000 616161  
Fax: 03000 616172  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
Website: [www.cqc.org.uk](http://www.cqc.org.uk)





## Complaints Form

Complaints No (as in complaints book):

Date received:

File created by (print name):

Signature:

Details of actions already taken:

Can the complaint be resolved by the home manager?

Yes/No

If No, file should be passed to (print name):

Date file passed:

Received by (signature):

Actions to be completed:

Date for actions  
to be completed:

Has complaint been resolved?

Yes/No

If No, file should be passes to (print name):

Date file passed:

Received by (signature):

Date file received:

Actions to be completed:

Date for actions  
to be completed:

Has complaint been resolved?

Yes/No

If No, any complaint, which remains unresolved at this stage, should be passed to the relevant "final independent arbiter".

Name of arbiter:

Has this happened?

Yes/No

If Yes, where is the paperwork?