

CLIFF HOUSE NURSING AND RESIDENTIAL HOME

COMPLAINTS NOTICE

1. Cliff House is committed to providing high-quality services and are constantly seeking ways to improve that quality.
2. Your comments, compliments, suggestions or complaints are always welcome at this home and we take pride in responding to them quickly, effectively and honestly.
3. All comments, compliments, suggestions or complaints should be made to either Tracy Leech, Matron, or the qualified member of staff on duty.
4. Complaints will be treated seriously and dealt with as soon as possible.
5. Verbal complaints will be responded to immediately. All comments will be carefully considered and responded to on an individual basis.
6. Written complaints will be responded to by an acknowledgement letter within two days. The home will then investigate the complaint and send the complainant a letter outlining the result within 28 days. If the matter is complex and cannot be resolved within 28 days the complainant will be informed.
7. If the complaint cannot satisfactorily be resolved within the home it will be referred on to the CSCI - Commission for Social Care Inspection.
8. Service users may complain directly to the Commission for Social Care Inspection. Their address is:

Commission for Social Care Inspection
Derbyshire Area Office
Cardinal Square
Nottingham Road
Derby DE1 3QT

Telephone: 01332 851800

9. We view complaints as an opportunity to identify anything that is going wrong in our organisation and to make it right. Your comments and suggestions for improvements are always welcome.

Signed (Matron)
13.1.05