

**Our aim is to provide the best possible service for the people in our care. If you are not satisfied, please let us know as quickly as possible so that we may deal with the matter promptly and effectively.**

Raising a concern or making a complaint will not result in you being discriminated against or have any negative impact on your care, treatment or support. If something disagreeable has happened, the chances are it was a mistake or a misunderstanding which we will want to put right at once; so please let us know what has upset you.

**STAGE 1** In many cases, the Manager at the home or Care at Home regional office will be the best person to speak to. Wherever possible your concern or complaint will be investigated by someone not involved in the events leading to you making the complaint.

**STAGE 2** If you are not happy with the response or if you do not wish to complain to the Manager then you can make a direct approach to the operations manager for the home or the Care at Home office at: Care South Head Office, 39 Commercial Road, Poole BH14 OHU Tel: 01202 712400 or email: [enquiries@care-south.co.uk](mailto:enquiries@care-south.co.uk)

**STAGE 3** If, having raised the matter with the Operations Manager, you are still dissatisfied, you can raise your complaint with the Chief Executive at Care South Head Office, 39 Commercial Road, Poole BH14 OHU Tel: 01202 712400 or email: [enquiries@care-south.co.uk](mailto:enquiries@care-south.co.uk)

### ***How quickly will I know the result?***

We will acknowledge your complaint typically within 24 hours of receipt or by the end of the next working day. We will commence a thorough investigation and provide you with a formal written response within 28 calendar days of receiving your complaint. Please note that whilst these timescales will apply at each stage, we will endeavour to respond to you sooner.

***Please remember that our aim is to provide the best possible service for the people in our care at all times and we would hope to achieve a satisfactory outcome to your concern or complaint through the above process. However, if you are still not happy...***

If, having raised the matter with the Chief Executive, you are still not happy with the response you can contact the Local Government and Social Care Ombudsman, which provides an independent and impartial complaints review service. Their contact details are: Local Government & Social Care Ombudsman, PO Box 4771, Coventry CV4 0EH or Tel: 0300 061 0614 or [www.lgo.org.uk](http://www.lgo.org.uk)

You can also contact the **Care Quality Commission** at: CQC National Customer Service Centre, Citygate, Newcastle upon Tyne NE1 4PA or Tel: 03000 616161.

Complaints for Social Services funded residents can also be registered with the relevant Local Authority for the service, as listed below:

Care Home / Care at Home office	Local Authority	Telephone / Email
Care at Home - Bath	Bath & North East Somerset Council	t: 01225 477000 e: <a href="mailto:councilconnect@bathnes.gov.uk">councilconnect@bathnes.gov.uk</a>
Castle Dene Queensmead Talbot View Wickmeads Care at Home - Bournemouth	Bournemouth/ Christchurch Area	t: 01202 458953 e: <a href="mailto:acomplaint@bcpcouncil.gov.uk">acomplaint@bcpcouncil.gov.uk</a>
Fremington Manor Kenwith Castle	Devon County Council	t: 0800 212783 or 0345 1551015 e: <a href="mailto:customer@devon.gov.uk">customer@devon.gov.uk</a>
Buxton House Fairlawn Fern Brook Lodge Maiden Castle House St Ives Country House Care	Dorset Council	t: 01305 221061 e: <a href="mailto:adultaccess@dorsetcouncil.gov.uk">adultaccess@dorsetcouncil.gov.uk</a>
Alexandra House Dorset House Elizabeth House	Poole Area	t: 01202 261159 e: <a href="mailto:comments.adultsocialcare@bcpcouncil.gov.uk">comments.adultsocialcare@bcpcouncil.gov.uk</a>
Beauchamp Country House Care at Home - Crewkerne	Somerset	t: 0300 123 2224 e: <a href="mailto:somersetdirect@somerset.gov.uk">somersetdirect@somerset.gov.uk</a>
Sussexdown	West Sussex County Council	t: 033 022 28222 or 01243 777100 e: <a href="mailto:feedback@westsussex.gov.uk">feedback@westsussex.gov.uk</a>