

Rangeford Villages Complaint Procedure

Rangeford welcome all forms of feedback from customers, family members and residents, whether positive or negative. We will treat all feedback seriously, review it, and use it to drive continuous improvement in all our services.

This feedback procedure is designed to deal with feedback in the form of complaints effectively, transparently and speedily. We will not treat you any differently if you make a complaint or suggest areas of improvement.

When required or requested, we will cooperate with any appropriate intermediary acting on your behalf.

Informal

Please discuss your concerns informally with the relevant member of staff, supervisor or manager at the earliest possible opportunity. We aim to deal with all complaints at source to seek a resolution.

Stage 1

If the informal response is unsatisfactory or cannot logistically be completed then please email the relevant team:

If your complaint is regarding Rangeford Care, email: feedback.care@rangefordcare.co.uk.

If your complaint is regarding Rangeford Operations, email: feedback.operations@rangeford.co.uk.

You can also complete and submit a Complaints Form, which is available at the relevant village reception desk or can be downloaded from www.rangefordvillages.co.uk, by selecting 'feedback' at the foot of the website homepage.

The Care Manager or Village Manager will acknowledge your complaint within 48 hours and investigate the matter as soon as possible. If they are not available due to absence then a deputy will acknowledge on their behalf. If appropriate, and if you agree, the Care Manager or Village Manager may arrange a meeting for you to discuss the matter before responding to you. The Care Manager or Village Manager will respond to you within 10 working days. If it requires a different department to respond, it will be passed to them and they will follow the same response protocols.

Stage 2

If you remain dissatisfied with the Stage 1 response please inform us and we will escalate your complaint to the Head of Operations of Rangeford Villages. The Head of Operations will investigate with the relevant individual or teams involved and respond to you within a further 10 working days.

Stage 3

If you are still not satisfied with the response at stage 2, please inform us and we will escalate your complaint to the CEO of Rangeford Villages who is also a member of the Rangeford Care Board. The CEO will investigate further and provide a final decision within a further 10 working days.

If at any step we require more time to investigate the matter to respond fully, we will agree a new response deadline with you. We will always provide a final decision in writing within 38 calendar days of receiving a complaint, not including any time that you may take in deciding whether to seek escalation, unless we have previously agreed a later deadline with you.

If you still remain dissatisfied with the stage 3 decision or we fail to provide that decision by the relevant deadline, you may refer your complaint to the relevant Ombudsman:

External agencies:

For complaints relating to care:

Local Government and Social Care Ombudsman:

PO Box 4771

Coventry

CV4 0EH

Telephone: 0300 061 0614

website: www.lgo.org.uk

Care Quality Commission (CQC)

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

Citygate

Gallowgate

Newcastle upon Tyne

NE1 5PA

Tel 03000 616161

www.cqc.org.uk

For complaints relating to property and sales:

Property Redress Scheme

Telephone: 0333 321 9418

website: www.theprs.co.uk

We will co-operate fully with the relevant Ombudsman during any investigation and comply fully with the resulting final decision, which will be binding on us.

Complaint Form

Reference:

Date:

Your Details

Name:

Address:

Phone number:

Email:

Complaint regarding:

An individual

☐

A service

☐

Description:

I have read and understand the Rangeford Villages Complaints Procedure.

Signature: _____ Date: _____