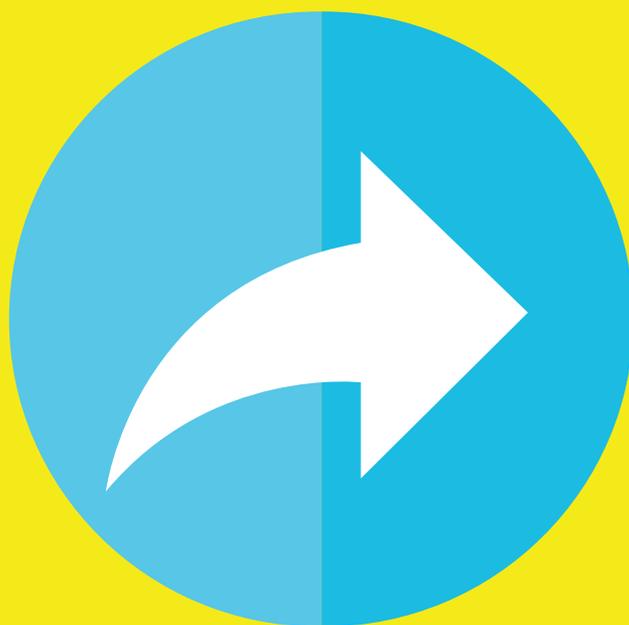




**How you can leave
a compliment, raise a concern
or make a complaint**

brighterkind



If I'm not happy about something, how do I raise this with the home?

At brighterkind we make every effort to provide high-quality care and hope that your time in our home is happy.

We welcome feedback and encourage you to provide us with your thoughts and opinions on what we are doing well and what we can do to improve and resolve any concerns you have.

If you would like to comment on our services, you can talk to the Home Manager or if you prefer, you can leave feedback via our customer services email customercare@brighterkind.com.

**Or you can call our
Confidential Concerns line:
0330 333 0466**

How to voice your concerns formally



Home resolution

Stage 1

If you have a concern about any aspect of our service or care, please speak to the person in charge in the first instance. Most issues can be resolved immediately but if they are unable to resolve the problem, please then speak to the Home Manager.

On some occasions we understand that people may find it difficult to raise a concern with the people involved in their care. If this is the case, you can raise your concern with our Regional Office – their contact details will have been provided to you within your welcome pack (and are on the back of this leaflet).

Stage 2

If your concern remains unresolved at this stage then you should submit your concerns in writing to the Home Manager with specific details, why you remain unhappy and what you would like us to do to put it right. Or alternatively there is a feedback form on our website you can complete.

Your complaint will be acknowledged within two working days and we aim to complete any investigation and provide you with a response within twenty working days. If for any reason we require more time, then we will inform you as soon as possible. We will always do our best to resolve a complaint as soon as possible and we will talk to you about any actions that should be taken to help solve the issue.

Stage 3

If you consider matters unresolved following the stages above, you may escalate your complaint to the Director of Care or CEO and if you subsequently remain unsatisfied you can request an independent review from the Ombudsman. Details will be provided with your complaint response (or can be found on the back page).



Confidential Concerns

If you do not feel able to discuss matters at Home level you can contact our Confidential Concerns line on 0330 333 0466



Who can raise a concern/complaint?

If the person concerned is unable to act for themselves, the concern or complaint can be accepted from a close relative, friend or other body or individual suitable to act as a representative. Where a person is capable of managing their own affairs and someone else complains about their care, it must be established that the complaint is being made with the person's full knowledge and consent.

If possible, a complaint should be made within twelve months of the incident which caused the problem, or of the complainant realising that there is cause for complaint. There is discretion to extend this time limit where it would be unreasonable in the circumstances for the complaint to have been made earlier, and where it is still possible to investigate the facts of the case.

Compliments

If you think that we are doing something well and would like to provide us with feedback then please let us know.

We appreciate your feedback and it can help to make our services even better.

Please let a team member know the details, or you can fill in our feedback form on our website.

Useful Contacts

Here are some contact addresses you might find useful:



England

Care Quality Commission (CQC)

London office:

Care Quality Commission (CQC),
151 Buckingham Palace Road,
London SW1W 9SZ

Newcastle office:

CQC National Customer Service Centre,
Citygate,
Gallowgate, Newcastle upon Tyne NE1 4PA

T: 03000 616161

F: 03000 616171

W: www.cqc.org.uk

Local Government and Social Care Ombudsman

T: 0300 061 0614

W: www.lgo.org.uk

Parliamentary and Health Service Ombudsman

T: 0345 015 4033

W: www.ombudsman.org.uk

Age UK

T: 0800 055 6112

T: 0800 169 2081

W: www.ageuk.org.uk

Citizens Advice Bureau

T: 03454 04 05 06

W: www.citizensadvice.org.uk

Healthwatch

Healthwatch England, National Customer
Service Centre, Citygate, Gallowgate,
Newcastle upon Tyne NE1 4PA

T: 03000 683 000

E: enquiries@healthwatch.co.uk

W: www.healthwatch.co.uk

Jersey

Registration and Inspection Department

Public Health Department:

Maison Le Pape, The Parade
St Helier, Jersey, JE2 3PU

T: 01534 445 801

Scotland

Care Inspectorate

T: 0345 600 9527

E: enquiries@careinspectorate.com

W: www.careinspectorate.com

Scottish Public Service Ombudsman (SPSO)

By Post: Freepost SPSO

In Person:

Scottish Public Services Ombudsman,
4 Melville Street, Edinburgh EH3 7NS

T: 0800 377 7330

T: 0131 225 5300

W: www.spsso.org.uk

Healthcare Improvement Scotland (HIS)

Edinburgh Office:

Gyle Square, 1 South Gyle Crescent,
Edinburgh EH12 9EB

T: 0131 623 4300

Glasgow Office:

Delta House, 50 West Nile Street,
Glasgow G1 2NP

T: 0141 225 6999

General queries and feedback:

E: comments.his@nhs.net

T: 0131 623 4300

Complaints:

E: hcis.complaints@nhs.net

T: 0141 225 6866

W: www.healthcareimprovementscotland.org

Age UK

Age Scotland, Causewayside House,
160 Causewayside, Edinburgh EH9 1PR

For general enquiries:

T: 0333 32 32 400

E: info@agescotland.org.uk

For information and advice,

please call the Age Scotland helpline:

T: 0800 12 44 222

E: helpline@agescotland.org.uk

W: www.ageuk.org.uk/scotland

