

Compliments, Concerns and Complaints

Compliments

If you have something positive to share or want to say a special thank you to someone we want to hear from you.

We know we have thousands of team members supporting families and caring for residents or patients in a way that helps them celebrate life at Barchester.

Give the General Manager or Hospital Director your feedback and they will share your compliment with the team member involved and celebrate where things are working well and outstanding care is being delivered.

Concerns

Despite our best intentions, the service may not always meet your expectations. Where possible, we want to resolve your concerns informally and as quickly as possible.

If you have a concern, we want to hear from you, and will do our best to put things right and make sure that lessons are learnt. Tell a member of the team at the home or hospital and they should do their best to resolve any issues as quickly as possible or escalate if required. If they cannot resolve the concern you've raised within 3 working days, it will be treated as a complaint.

Complaints

The complaints process at Barchester Healthcare has two stages, and we try to resolve as much as possible at the first stage.

At each stage you will receive a written acknowledgement and a full response within 20 working days of acknowledgement. If we require more time, we will inform you as soon as possible. At each stage, please provide details of your complaint and what you consider a suitable resolution.

1 Listening to you locally

The best person to contact is the General Manager or Hospital Director, they will work with you to reach a resolution. We ask that all complaints are put into writing where possible.

Complaints should be raised within 3 months.

2 Listening to you at a senior level

If you don't feel your complaint has been resolved at **Stage 1** you can let either the General Manager, Hospital Director or Customer Feedback Team know. They will refer your complaint to a senior independent member of our team to investigate and reach a resolution.

Please do this within 20 working days.

How to contact the Customer Feedback Team

The Customer Feedback Team are here to ensure your complaint is being resolved by the correct person. They can be contacted by:



Post
Customer Feedback Team,
Barchester Healthcare
3rd Floor, The Aspect,
12 Finsbury Square,
London, EC2A 1AS



Phone
020 7382 2860



Email
feedback@barchester.com

If after this time you still feel we haven't reached a resolution you can refer your complaint to an external body:

England*

Local Government and Social Care Ombudsman
PO Box 4771, Coventry, CV4 0EH
0300 061 0614
www.lgo.org.uk

Wales**

Public Services Ombudsman for Wales
1 Ffordd Yr Hen Gae,
Pencoed, CF35 5LJ
0300 790 0203
ask@ombudsman-wales.org.uk

Scotland***

Care Inspectorate
Compass House, Riverside Drive,
Dundee, DD1 4NY
0345 600 9527
www.careinspectorate.com

Jersey

Jersey Care Commission
23 Hill Street, St Helier,
Jersey, JE2 4UA
01534 445 80
enquiries@carecommission.je

* The Local Government Social Care Ombudsman (LGSCO) will only review complaints once all stages of Barchester's process have been followed. The Care Quality Commission (CQC) do not have the powers to accept individual complaints or take them up on your behalf. The only exception to this is for people whose rights are restricted under the Mental Health Act.

** Care Inspectorate Wales are unable legally to investigate individual complaints or resolve disagreements between people and their service providers.

*** For homes in Scotland you may refer to the Care Inspectorate at any point in the complaints process.