

Compliments, concerns, and complaints

Compliments

We work incredibly hard to ensure that our residents receive the highest quality care and it is always nice to hear when we are doing well.

If you have something positive to share or want to say a special thank you to someone let the manager know.

Concerns

Despite our best intentions, the service may not always meet your expectations.

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.

Complaints

We aim to handle complaints quickly, effectively and in a fair and honest way.

We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

How to complain

- In person
- By telephone
- In writing
- Through a member of our staff
- Through an advocate or representative

Who can complain

Anyone affected by the way we provide services can make a complaint.

Time Limits

You should complain as soon as you can after the date the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly.

Our Response

The Registered Manager may ask one of the management team to investigate the complaint.

We will formally acknowledge a complaint within **3 working days** and give you the name and contact details of the person investigating it.

We aim to have all complaints finished within **28 working days** unless we agree a different time scale with you.

When we have finished investigating write to you with:

- Details of the findings
- Any action we have taken
- Our proposals to resolve your complaint

we may also arrange to meet with you to discuss the outcome

If you are not happy with our response you can contact:

Our head office

Olea Care Group
20 Torkington Road
Hazel Grove
SK7 4RQ
0161 947 0874



Local Authority Complaints Team

Care Quality Commission (CQC):

Care Quality Commission
(CQC)
National Correspondence
Citygate, Gallowgate
Newcastle upon Tyne NE1
4PA
Tel: 03000 616161
Fax: 03000 616171

The Local Government and Social Care Ombudsman

PO Box 4771, Coventry CV4 0EH
Tel: 0300 061 0614
Email: advice@lgo.org.uk
Website: <https://www.lgo.org.uk/>
The Ombudsman will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.