

Complaints Procedure

Step one - The usual first step is to complain to the centre manager. You may find that asking for a chance to speak to them informally about your concerns may be enough to resolve the matter, or you could put your concerns into a letter if you prefer.

We will acknowledge all issues raised verbally or in writing within 5 working days. Our experience has shown that the majority of issues raised can be resolved swiftly this way within 28 days, unless the issues are deemed of a more complex nature, where we will respond back with findings within 14 days.

Step two - If you receive a response and remain dissatisfied you can approach the Chief Executive of Forest Healthcare and ask that the complaint response be reviewed. This will elicit a response, which we hope helps resolve the concerns within 10 days.

Step three - If the care home place is being funded by the local council, and the problem hasn't been resolved, the investigating officer in Forest Healthcare will sign post those raising issues to the placing authority within the letter dealing with the complaint.

If the care home placement is self-funded and the problem hasn't been resolved, you can approach the Local Government and Social Care Ombudsman and ask about its independent complaints review service.

The Local Government Ombudsman
10th Floor,
Millbank Tower,
Millbank,
London
SW1P 4QP
Advice Line Tel: 0300 061 0614

The Care Quality Commission is the regulator for social care services. They inspect care homes and provide them with ratings.

They do not investigate individual complaints, however you can contact them to let them know your concerns. We would always welcome an opportunity to try and deal with any concerns you may have in the first instance.

The Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel. 03000 616161