



## Complaints Policy

Lansdowne Care Services are committed to take complaints seriously and action will be taken if the complaint is found to be justified. You are assured that the client or whoever is speaking on their behalf will not be victimised because they have complained.

We assure you that the complaint will be treated with fairness and impartiality. You are entitled to an impartial third party to be present if desired. If necessary we will help you to access appropriate training or an advocate, interpreter or communication support worker to assist you to make your complaint.

### **STAGE 1 INFORMAL**

You may raise concerns or complain to any member of staff in the first instance. We encourage staff to listen and be helpful. They may be able to solve the problem there and then, or may want to discuss the issues with the senior team. A manager will contact you to discuss further within 7 days. This will be documented in the complaints book by the manager or deputy manager as a concern or a complaint.

### **STAGE 2 FORMAL**

If the problem has not been resolved to your satisfaction during the informal stage you will be invited to complete a complaints form. A member of staff will help with this if required. The manager will respond to the complaint within 28 days. This will be documented in the complaints book by the manager or deputy manager.

If you are still not satisfied you can contact:

The Operations Director – **Paul Law** or The Senior Operations Manager – **Anne Bustin** (at 44 Harpur Street, Bedford, MK40 2QT Tel: (01234) 342626)

or Advocacy Alliance at 41 Mill Street, Bedford MK40 3EU.

or Care Quality Commission at CQC Eastern, Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA.

or Community Team for People with Learning Disabilities, Bedford Borough Council, Borough Hall, Cauldwell Street Bedford, MK42 9AP.

CQC can be contacted at any stage of the process if you wish.

A record will be kept of any concerns or complaints raised, details of any investigations, action taken and outcome. These records will be checked monthly.