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| **Compliments, Concerns and Complaints** | A picture containing logo  Description automatically generated |

Compliments

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| **If you have something positive to share or want to say a special thank you to someone, we want to hear from you.**  We have several team members supporting families and caring for residents or patients in a way that helps them live a fuller life. Give the Registered Manager or the 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

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| **Despite our best intentions, at times 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 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. |

Ccomplaints

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| **The complaints process at Sunbreeze 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 Registered Manager or the Senior Care Staff at the home, 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 1 month.** | | |  |  |  | | --- | --- | --- | | |  | | --- | | **2. Listening to you at Senior Level** | | **If you don’t feel your complaint has been resolved at Stage1 you can let the Registered Manager know. They will refer your complaint to Directors of Sunbreeze to investigate and reach a conclusion.**  **Complaints should be raised within 15 days.** | | |

**How to contact the Feedback Team**

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

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| **Post**  **The Directors**  **Sunbreeze Healthcare Limited**  **87 Nottingham Road**  **Long Eaton**  **NG10 2BU** | **Phone: 0115 855 7596**  **Email: info@sbcarehomes.com** |

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| **If after this time you still feel we haven’t reached a resolution you can refer your complaint to an external body:**  **Local Government and Social Care Ombudsman**  PO BOX 4771, Coventry, CV4 0EH 03000610614  www.lgo.org.uk |