



Legal Proceedings

We cannot deal with a complaint if it raises issues that are already being dealt with by legal proceedings.

Other Formats

If you would like this policy in another language or format, please speak to the Unit Manager.

Further Information

If there is anything in this information you don't understand or if you have any questions or comments about how the complaints procedure works, the Unit Manager or Complaints Officer will be happy to answer your questions.

How Can We Improve?

We welcome your comments and suggestions about improving our complaints service. After we have looked at your complaint we will write to you to find out whether you are happy with the way we have dealt with it.

About Abbeyfield The Dales Ltd.?

We are committed to providing the highest standards of support for older people. We welcome any comments or feedback you have which will help us improve our services for residents. We practice equal opportunities and are open to everyone, whatever their race, sex, sexuality, religious belief or ethnic origin.

Complaints Officer

Mrs Gwen Green can be contacted at:

**Abbeyfield The Dales Ltd.,
Private Confidential,
Grove House,
12 Riddings Road,
Ilkley, LS29 9BF.**

Tel: 01943 886000

Email: info@abbeyfieldthedales.co.uk

Do you have a Concern or Complaint?

Complaints Policy and Procedure



ABBNEYFIELD THE DALES LTD.

Making Time for Older People

How to let us know

We are committed to providing you with an excellent service. We understand, however, that sometimes the service we provide may not meet your expectations. If this is the case, we want to know about it.

Don't be afraid to complain. Sometimes it is the only way we can find out that things are wrong. We keep all complaints confidential.

We welcome your suggestions and comments, together with those from your relatives and friends, or organisations such as Age UK (AIMS) or Social Services departments, to help us to assess the services we provide.

You can ask for support from your family, a friend, your representative or advocate throughout the process of raising a concern or complaint.

If you have a concern about the services you receive from us, the first person to speak to is the Unit Manager. They will talk with you about the problem, make a note of your concern and try to sort it out immediately (or, if not, within five working days). In most cases this will sort the matter out quickly and satisfactorily. However, if you feel you can't raise your concern with them you can follow the procedure in this document.

If you're not satisfied

There are two ways you can take the matter further.

1. You can put your complaint in writing and send it to Mrs Gwen Green (Abbeyfield The Dales Complaints Officer).
2. You can ask a member of staff or a volunteer to write down your complaint and give it to you for approval. We can then pass it on to Mrs Gwen Green (Complaints Officer).

Mrs Gwen Green will acknowledge your complaint, in writing, within 24 hours.

Three Stage Procedure

Stage 1 – Investigation by the Complaints Officer

Mrs Gwen Green will look into your complaint and try to sort it out within five working days. They will aim to send you a full written response to your complaint within 10 working days, but will let you know if it is going to take longer. If you are not satisfied with the response, please contact Mrs Jackie Bradfield and ask for a review.

Stage 2 – Review by the Chairman

The Chair or a member of the Board nominated by the Chair, in this case, Mrs Jackie Bradfield, will review your complaint and send you a full written response within 10 working days (they will let you know if it is going to take longer than this).

We hope that by this stage you will be satisfied with how your complaint has been sorted out. However, if you are still not happy, please contact The Chair or nominated member of the Board and ask for an appeal.

Stage 3 – Appeal to the Board of Trustees

The Chair will arrange for three members of the board to hear your complaint at a meeting in a suitable location. We will invite you to the hearing and you can ask your friend, family member or independent representative / Advocate to come with you. We will tell you the outcome of the appeal within 10 working days of the hearing.