

# Complaints, concerns and compliments

This leaflet tells you how to make a complaint, raise a concern or give a compliment about any aspect of your dealings with Brendoncare.

Brendoncare aims to provide a quality service which meets the highest expectations of its stakeholders. We welcome all constructive feedback on our activities.

## If you're not happy, we'd like to hear about it

At Brendoncare we do all we can to ensure our residents and club members get the best possible service. There are occasional times, however, when we get things wrong. If this happens, we want to hear about it so that we can resolve it, quickly and efficiently.

If you are unhappy about any aspect of the services we provide, please let us know. In our experience, concerns can often be resolved satisfactorily and dealt with quickly on an informal basis. If possible, please talk to the member of staff you usually deal with, or contact the Care Centre or Branch Manager – in this way, we can clear up the majority of issues in a timely fashion. Steps will be taken to ease your worry and address your concerns immediately. These staff will discuss the problem with you and agree the next steps to be taken.

## Making a formal complaint

If it has not been possible to resolve your problem informally, either because the problem continues or because you do not wish to deal with local staff, then you should raise a formal complaint in writing. You can either use the form at the end of this leaflet, write a letter or use the form on our website at [www.brendoncare.org.uk](http://www.brendoncare.org.uk)

## Step One Initiating a Formal Complaint

The letter/completed form will be passed to the appropriate Senior Manager who will acknowledge receipt and respond within 7 working days. A full investigation will then be undertaken, and you will receive a full and considered response within 30 days. If the investigation needs further time to complete, you will be advised accordingly.

Please note that if the complaint relates to the conduct of a member of staff this will be investigated under the staff disciplinary procedures. You will be advised of the findings, although there may be a need to maintain confidentiality.

## Step Two Final Review

If you are dissatisfied with the decision from Step One, you may refer the matter to the Area Operations Manager who will direct it to the appropriate member of the Senior Management Team. We will ask you to indicate in your letter who has previously dealt with your complaint and why you are dissatisfied with the outcome of Step One.

A Final Review will be completed within 30 calendar days and you will be notified of the outcome in writing. This decision is final, and is the last avenue of review in Brendoncare.

## Our commitment to you

Throughout the procedure you can be assured of impartiality, professionalism, appropriate confidentiality and a timely response.

## Brendoncare complaint, concern or compliment

Your name:

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Your address:

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Your telephone number:

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Name of the Care Centre or Club  
that your feedback relates to:

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Name of the resident or club member  
that your feedback relates to:

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Please outline your feedback here giving as  
much detail as you can (continue opposite  
if necessary):

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Continue your feedback:

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### Office use only

Reference

Date received

Manager's signature

**The Brendoncare Foundation  
(for Care Centres and Clubs)**  
The Old Malthouse, Victoria Road  
Winchester, Hampshire SO23 7DU

**Brendoncare Alton**  
Adams Way, Alton, Hampshire GU34 2UU

**Brendoncare Chiltern View**  
St John's Drive, Stone, Aylesbury  
Buckinghamshire HP17 8PP

**Brendoncare Froxfield**  
Littlecote Road, Froxfield, Marlborough  
Wiltshire SN8 3JY

**Brendoncare Knightwood**  
Shannon Way, Chandlers Ford  
Hampshire SO53 4TL

**Brendoncare Meadway**  
Mead Road, St Cross, Winchester  
Hampshire SO23 9RF

**Brendoncare Park Road**  
Park Road, Winchester  
Hampshire SO23 7BE

**Brendoncare Ronald Gibson House**  
236 Burntwood Lane, Tooting  
London SW17 0AN

**Brendoncare Stildon**  
Dorset Avenue, East Grinstead  
West Sussex RH19 1PZ

**Brendoncare The Old Parsonage**  
Main Road, Otterbourne, Winchester  
Hampshire SO21 2EE

**Brendoncare Woodhayes**  
36-40 St Leonard's Road, Exeter EX2 4LR