



# Your guide to comments, concerns and complaints

Holy Cross Nursing Home is part of



# **'Achieving excellence in all that we do'**

The key aim of St Cuthbert's Care

Whether you have something positive to say about our service or feel you need to make a complaint, we always welcome your comments. The things you tell us help us to strive for excellence in all that we do.

This booklet can be used to provide us with any comment you have to make about our service.

## **Making complaints**

If you have been treated by anyone working for St Cuthbert's Care in a way that has made you unhappy, worried or annoyed then you can complain about it and have the right to a full explanation.

Your complaint may be your own or on behalf of someone else. Someone else can complain for you if you wish.

Complaints about our services let St Cuthbert's Care know when something is wrong so we can take steps to make changes and stop the same thing happening again. We recommend that when making a complaint you follow the procedures outlined on page 4.

# **What can I comment or complain about?**

You can make comments or complain about any part of our service or any member of our staff.

Some examples of the things you might want to comment on include:

- A member of staff going over and above their role to help or support you
- There is something about the service that you particularly enjoy
- There is something about our service that makes you particularly happy
- You may want to share your own ideas about things we can do to improve our service

You may want to complain:

- If you are unhappy about the way you are being treated
- If you don't think people are listening to you
- If you think the home doesn't have the things in it that you need
- About another resident in the home
- About the food and your dietary needs
- Anything else that makes you unhappy

# Complaints procedure

If you are unhappy about anything, it would be extremely helpful if you could follow our complaint procedure:

## **1. Speak to your Keyworker or the Home Manager**

They will be happy to listen to anything you or the person complaining has to say

## **2. If the problem continues, speak to:**

Gill Ennis, Director of Compliance at St Cuthbert's Care  
Telephone 0191 228 0111

Or complete and return the comments and complaints form in this booklet.

## **3. If you are still not happy**

Please contact an official organisation:

- **Sunderland City Council:**

Complaints and Feedback Team,  
Sunderland City Council  
Telephone 0191 561 1264

- **Local Government Ombudsman:**

Telephone 03000 61 06 14

# Holy Cross Comment and Complaint Form

Please tick the relevant box below and provide us with further details in the space provided.

I would like to give a compliment

I would like to make a suggestion

I would like to make a complaint

**About the home**

I would like to give a compliment

I would like to make a suggestion

I would like to make a complaint

### **About a member of staff**

I would like to give a compliment

I would like to make a suggestion

I would like to make a complaint

### **About another resident**

I would like to give a compliment

I would like to make a suggestion

I would like to make a complaint

### **About the food**

I would like to give a compliment

I would like to make a suggestion

I would like to make a complaint

### **About something else**

# What Happens Now?

If you find it hard to write down what you want to say and would

Would you like to talk to someone about what you have written?

If you do, please tick the box.

The personal data you provide will be used, stored and deleted in accordance with St Cuthbert's Care's privacy notice, which is available as a download at

[www.stcuthbertscare.org.uk/privacynotice.pdf](http://www.stcuthbertscare.org.uk/privacynotice.pdf)

Signed .....

Name (please print) .....

Room number..... Date .....

When you have filled in this booklet put it in an envelope marked 'private' and send it to:

**Gill Ennis, Director of Compliance,  
St Cuthbert's Care, St Cuthbert's House,  
West Road, Newcastle upon Tyne, NE15 7PY**

We would like to thank you for taking the time to contact us.

If you have used this form to make a complaint, you will hear from us within three days.

### **Please note:**

Holy Cross is regulated by the Care Quality Commission (CQC) who will monitor any complaints as part of the regulation process.