

Please write your comments here:

We hope that we do not give you cause to complain - but should a complaint be necessary, our aim is to make this easy and to resolve the problem in the shortest possible time.



WHO TO CONTACT - if you prefer not to bring your complaint to DRH:

For Independent Mental Health Hospitals and Care Homes

Care Quality Commission

National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel: 03000 616161

e-mail: enquiries@cqc.org.uk

For Supported Accommodation

Dorset Supporting People
County Hall
Colliton Park
Dorchester
Dorset DT1 1XJ

Tel: 01305 251000

Dorset Funded Service Users

Complaints Manager
Adult and community Services
Dorset county hall
Colliton Park

Dorchester

Dorset

DT1 1XJ

Tel: 01305 224322

DRH will acknowledge complaints within 2 working days. We will tell you the name and telephone number of the person dealing with your complaint.

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COMPLAINTS

COMMENTS

SUGGESTIONS

Please return to: **Chief Executive
Dorset Residential Homes,
Connaught House
22 Cornwall Road
Dorchester
DT1 1RU.
Tel: 01305 267483
Email: Doresd@aol.com**

welcomes comments about the services we provide. We need people to tell us what they think so that we can maintain or develop the services that are most valued, have another look at those things that don't quite fit what people need, and try to put right any mistakes that are made.

Any comment or complaint you choose to make will be valued and taken seriously. Anonymous complaints will not be ignored although it might be more difficult to deal with them satisfactorily.

Complaints may be made about any part of the service provided, for example - the care received, the cleanliness of the home or the quality of the meals.

This leaflet has been produced so that people are aware that there is a procedure to deal with complaints, and simple ways of ensuring your views are heard. Equally, the leaflet can be used to make suggestions or comments about the service.

IN THE FIRST INSTANCE:-

If there is something you wish to comment on, or complain about, do try and discuss this with any member of staff who you feel you know best. However, talk to their manager, if you are not satisfied with the results of this discussion, or if you do not feel you want to talk to the staff member concerned.

SECONDLY:-

If you are not satisfied with the response you get complete the attached form or write to the Chief Executive, Seán Gray. Seán will fully investigate your concern and try to give you a response within 20 working days.

THIRDLY:-

If you are not satisfied with the response following an investigation, you might wish to talk to one of the organisations listed on the reverse of our leaflet. Any of these organisations will be pleased to help you and listen to your views.

COMPLAINTS/COMMENTS SUGGESTIONS

Date:

My name is:

My address is:

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My telephone number is:

I am writing on behalf of:

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Their address is:

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Their telephone number is:

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