

Complaints Procedure

Our commitment to quality

We are committed to dealing with any form of dissatisfaction or complaint quickly, effectively, and objectively. All feedback is taken very seriously and is regarded as an opportunity for us to improve our services. Our managers, senior team, and staff deal with any concerns as they arise and 'in the moment' to solve issues and rebuild confidence at the earliest possible opportunity. A conversation is sometimes an easier way to express concerns and agree a positive solution together.

Any concerns or complaints raised will be investigated promptly and handled in the strictest confidence. Resolutions will be sought to prevent future occurrences, and to 'get it right first time'. We will make sure all complaints are investigated fairly and within acceptable time frames, and work towards strengthening our relationships with residents and families.

Our values and cultures provide the guidance to problem solving in any situation.

- **Our 3 Values:** Choice...empowers, Passionate...about quality, Community Spirit.
- **6 Senses of Good Care:** Significance, Security, Purpose, Belonging, Continuity, Achievement.

Our complaints procedure is in line with recommended government guidelines, and aims to be simple and easy to follow, with a fair and consistent approach, and provide assurances that Residents will not be affected as a result of making a complaint.

In line with the Equality Act 2010 and supporting equality and diversity within Pendine's values, we will ensure that all Residents and their Representatives are treated equally and are awarded the same protection. We will not discriminate against age, disability, gender, religious beliefs, marital or civil partnership status, pregnancy, maternity, race, colour, nationality, ethnic or national origin, or sexual orientation.

Who is this procedure for?

This procedure is for any resident, or person acting on behalf of a resident, such as a next of kin, legal representative, Power of Attorney, other family member or friend, or person acting in a professional relationship with the resident.

If arrangements are required to nominate a special representative, such as an advocate on behalf of the resident or complainant, please arrange for a letter of nomination signed by the resident, next of kin, legal representative, or Power of Attorney to be sent to our Central Office at the address below. There are several support and advocacy groups available to provide independent advice and assistance, if required.

This procedure does not cover concerns raised by other parties outside of these recognised roles, but any concerns raised by others will be taken seriously and followed within legal parameters, including data protection.

How to raise a concern or make a complaint

- You can discuss your concerns with a staff member who supports the resident, who may be able to allay your concerns immediately.
- You can discuss matters with the most senior staff member on duty or the Registered Manager, either in the moment or at an arranged time. They may be able to overcome and manage your concerns promptly, and agree a satisfactory outcome, where all your issues have been addressed.
- For quality assurance purposes, all concerns raised to our Registered Managers will be logged, recorded, and reported to our Responsible Individuals, even if they were resolved promptly.
- If you are not satisfied with the response or wish to report your concerns directly to our Responsible Individual, you can:
 - Telephone our Central Office on 01978 720242 stating you wish to raise concerns with the Responsible Individual
 - Write a letter to the Responsible Individual at Bromfield House, Ellice Way, Wrexham Technology Park, Wrexham LL13 7YW.
 - Email the Responsible Individual at responsibleindividual@pendinepark.com
 - Contact via our Website stating your matter is for the Responsible Individual at <http://pendinepark.com/contactus.html>

To help us investigate your concerns or complaint, please include as much relevant information as possible, such as chronological dates, names, and events, and outline how you believe we can resolve the issues. Please also include the name of the resident concerned, the care home they reside in, and your name, contact information and your relationship with the resident.

We will acknowledge your complaint within 3 working days and may contact you for further information or if you have requested it. The Responsible Individual will then conduct a thorough investigation based on facts, which may include statements from those involved and a review of written documentation.

A final response will be sent to you within 14 days outlining our findings, which may include an apology, root cause, actions taken, and lessons learned, where applicable. If the investigation is not completed within this timeframe, you will be advised of progress and the need to extend the investigation period to no later than 28 days from the date of the complaint.

We hope the investigation will provide all the information you require to reassure you that your complaint has been addressed appropriately and sufficiently. If you feel the problem has not been satisfactorily resolved, this can be escalated to another RI or our Directors, who will carry out an independent review.

In the event a resolution cannot be reached, you may contact:

Regulator:	Ombudsman:	Promotion of Older People's Rights:
Care Inspectorate for Wales ciw@gov.wales 0300 7900 126	Public Service Ombudsman for Wales ask@ombudsman.wales 0300 790 0203	Older People's Commissioner for Wales ask@olderpeople.wales 03442 640 670
Commissioning Authorities:	Social Services / Local Authority:	Continuing Healthcare (CHC):
Wrexham	contact-us@wrexham.gov.uk 01978 292066	BCU.CHCSPOAEast@wales.nhs.uk 03000 858 762
Caernarfon (Gwynedd)	loedolioncaernarfon@gwynedd.llyw.cymru 01286 679 099	BCU.CHCAplicationsWest@wales.nhs.uk 03000 851 761