

Making a Complaint

We aim to deal with all complaints:

- In confidence
- Promptly
- Thoroughly to conclusion
- Positively

All complaints are recorded in Complaint Books. Anyone can write his or her comments, observations or complaints in the book. These books are regularly reviewed by the Registered Managers.

For straightforward and easily resolved matters residents are encouraged to approach any member of staff immediately on hand, who will then endeavour to deal with the matter promptly and ensure the nurse on duty is informed, but residents may wish to raise the matter directly with the nurse.

If this is not the case, residents or their representative should raise the matter with the Registered Manager and if this does not bring resolution Mrs Hughes, Responsible Individual, will be referred to in order to deal with the matter in an effective and satisfactory way.

In the event that the matter is not resolved, and it is a matter in which a contravention of the Care Homes (Wales) Regulations 2002 is involved, it will advise that you refer to Care Inspectorate Wales for their attention:

Care Inspectorate Wales
Government Buildings
Sarn Mynach
Llandudno Junction
LL31 9RZ
Telephone: 0300 7900126; Fax: 0300 062 5030

Complaints can also be referred to the local Council who were involved in your placement.

Contact details for Wrexham County Borough Council:

Post: Complaints Team
Wrexham County Borough Council
Guildhall
Wrexham
LL11 1AY
E-mail: complaints@wrexham.gov.uk
Phone: 01978 292087
Web: www.wrexham.gov.uk/complaints

All complaints will be treated in the strictest confidence.

This information is also listed in the Complaints Procedure displayed in the home.

In the unlikely event of a resolution not being found by the Care & Social Services Inspectorate for Wales, you may be able to take your complaint in writing to the Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ. The role of the Ombudsman is to investigate complaints independently and impartially and should the complaint be upheld, the Ombudsman will say what the public body should do to make amends to the complainant.

Time Scales

Each complaint will be acknowledged in writing within three working days. Following investigation, a response to the complaint will be provided within 14 days or with agreement can be extended up to 28 days.

The Management or Mrs G Hughes will be happy to discuss any complaint received. Where the complaint is not concluded within 14 days, the Care & Social Services Inspectorate for Wales can be contacted.