



Oakworth Manor Residential Home

Oakworth Manor Residential Home, Colne Road, Oakworth, BD227PB, 01535 643 814

Rodney.Hermon@oakworthmanor.co.uk

Web: www.oakworthmanor.com

COMPLAINTS POLICY AND PROCEDURE

POLICY

It is the policy of Oakworth Manor Residential Home Ltd, that all complaints will be dealt with by completing a thorough investigation using an open and honest approach ensuring that outcomes are presented in a format that is suited to the complainant.

PROCEDURE

If any service user, relative, employee, visitor or any other person having business with Oakworth Manor should wish to discuss any aspect of the Home, then it would be appreciated if in the first instance the discussion or complaint be raised with the Manager, Mr Rodney Hermon, or if not available, with the person in charge. If satisfaction is not achieved, the Nominated Individual, Mr Ismar Alabedi will be available to propose a solution.

Complaints can be submitted in writing or by email, or any other format that is suitable to the complainant.

Within 3 days of receiving a complaint, a confirmation response will be sent to acknowledge receiving the complaint and confirm the date by which the complainant will receive a full reply.

Within a maximum of 28 days from the date of receiving the complaint, a full response will be forwarded to the complainant detailing the outcomes and findings of the investigation.

If it is felt that an issue needs to be raised as an area of concern this can also be done by contacting the Local Authority Quality Team, Social Care Ombudsman or the Care Quality Commission (CQC) using the below details.

Quality Team (Bradford)

Tel No: 01274 434500

Email: CommissioningInbox@bradford.gov.uk

Local Government & Social Care Ombudsman

Tel. No: 0300 061 0614

Website: www.lgo.org.uk/how-to-complain

CQC

City Gate

Gallowgate

Newcastle Upon Tyne

NE1 4PA

Tel No: 03000616161 **Email:** enquiries@cqc.org.uk

Advocacy Service (VoiceAbility)

Website: www.voiceability.org

Tel No: 0300 303 1600

Email: helpline@voiceability.org

Date of review: 02/26

Date of next review: 02/27