



Richardson Care
Caring is in our DNA

Service User Complaints Policy

Notes: Richardson Care believes that every service user has the right to live their life with privacy, dignity, independence and choice, and to be free from abuse or fear of aggression and violence. This policy and related procedure will be circulated to service users, social workers and/or family members as appropriate on a yearly basis. Every service user should feel comfortable with complaining and be reassured that any complaint made will not be held against them or prejudice their care in anyway.

- We will acknowledge receipt of your complaint, using your preferred method of communication, within three working days.
- We will usually respond to your complaint within 10 working days, using your preferred method of communication.
- If we are unable to respond within 10 days, we will inform you of the reasons why and the expected response time, using your preferred method of communication.

Stage one

You or another person chosen by yourself should feel that you can ask any member of staff for more information on things which you do not understand or upset you. You will be encouraged to fill in a complaints form and a member of staff can help you.

Stage two

If you are not happy with the answer given, you should then speak to the Homes Manager. The Homes Manager will then help you with any problems you may have and help solve them.

Stage three

If your problem has still not been sorted out, please contact:

Name: Greg Richardson-Cheater
Address: 144 Boughton Green Road
Kingsthorpe
Northampton NN2 7AA
Telephone: 01604 721178

Stage four

It may also be the case that the person concerned feels unable to speak to the Home Manager, and therefore they can, if so desired, approach the Local Authority (This can be done at any time.)

Local Authority Customer Feed Back Team Free Post NH0078 One Angel Square Northampton NN1 1ED	CHC Francis Crick House 6 Summer House Road Moulton Park Northampton NN3 6BF	Care Quality Commission Benfield Business Park Newcastle upon Tyne NE6 4NQ
Telephone: 0844-9840080 Fax: 01604-236828 customerfeedback@northamptonshire.gov.uk	Telephone: 01604 651752 Fax: 01604 745375	Telephone: 03000 616161 Fax: 03000 616172 www.cqc.org.uk

The Richardson Mews, Kingsland Gardens, Northampton NN2 7PW

Telephone: 01604 791266 | www.richardsoncares.co.uk | welcome@richardsoncares.co.uk

Richardson Care Holdings Limited, registered in England & Wales: 12432902 | Registered office: Peterbridge House, 3 The Lakes, Northampton NN4 7HB



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Service User Complaints Form

Date:

Complaint raised by:

Complaint specifics:

Proposed action to be taken and by whom:

Outcome:

Signed & dated:

Manager's signature:

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Procedure No: JMMJDPROC
Date Implemented: 30/06/94
Reviewed & Revised: 02/10/19

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