



Melbury House Residential Care Home

Complaints

Melbury House – Complaints

The Directors of Broomhouse Care Ltd and the manager of Melbury House aim to respond to the complaints with due concern and speed. We acknowledge the right of service users and their advocates to make a complaint if they are not completely satisfied with any aspect of the service they are receiving.

The Directors of Broomhouse Care Ltd and the manager of Melbury House also undertake that no person will be treated less favourably because they have made a complaint.

Ideally, should you wish to make a complaint, you should speak to the Manager of Melbury House who will try to resolve any issues or problems. In the absence of the manager you should speak to the senior staff member on duty

If you do not wish to speak to the manager or other staff member then the Directors of Broomhouse Care Ltd can be contacted at your request

If you make a complaint your concerns will be recorded and investigated and a written response will be given to you as soon as possible and in any case within 28 days. This will indicate the progress of the complaint, any findings or any action which may have been deemed necessary.

Complaints against manager

Complaints in relation to the manager will be investigated by the at least one company director who will be responsible for contacting the complainant to advise them they are investigating the complaint and will keep them fully apprised

Who can make a complaint?

Anyone may complain, this includes Service User, relatives or friends, official visitors, tradespersons and anyone else who has a reasonable interest in Melbury House.

What can I complain about?

Anything that affects the quality of your life and the service provided at Melbury House, e.g., the facilities, the care, the management and staff. Ideally this sort of complaint should be reported to the manager as soon as possible.

Complaints Procedure

How do I make a complaint?

You can complain in any way in which you feel is appropriate, this includes in person, in writing, e-mail, telephone or any other suitable medium

If you are uncomfortable about complaining yourself you are free to discuss your concerns with any person you feel comfortable talking to, as they may be able act on your behalf and to pass on your concerns for you. If that person is a member of staff then they will pass on

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any problems to the manager.

You are within your rights to make a direct complaint to an outside professional body such as:

Care Quality Commission Northeast
PO Box 1255
City Gate, Gallowgate
Newcastle upon Tyne
03000 616161

Social Care Direct
0845 8505010

Durham County Council
0300 123 7070
Email - scd@durham.gov.uk