

# CHANTRY COURT RETIREMENT VILLAGE

## COMPLAINTS POLICY

### Our Approach

Although we make every effort to provide a high quality service, we acknowledge that there may be times when you may still be dissatisfied or have problems. We are committed to resolving any complaints quickly, fairly and effectively to address your needs and expectations and maintain high standards.

### How to complain

There are a number of ways you can register a complaint with us, including:

**Email:** [reception@chantrycourt.com](mailto:reception@chantrycourt.com)

**Telephone:** 01225 828800

**Letter:** Chantry Court Westbury Ltd, Chantry Ln, Westbury BA13 3FE

**In person:** at our reception at Chantry Court Retirement Village

If you prefer, you can ask a representative, such as a friend or relative, to complain on your behalf.

### The Complaints Process

Our complaints process may involve up to three stages, which we explain here.

#### Stage 1

All complaints and concerns we receive will be acknowledged within one working day of receipt, unless the complaint is made verbally, in which case, it will be acknowledged immediately. Unless the complaint can be dealt resolved quickly with little or no investigation and to all parties' satisfaction, complaints will be responded to in full by our investigator within 20 working days from the date of receipt. If a complaint is of a time sensitive nature we will endeavour to investigate more quickly. Occasionally, investigations of complex complaints may take longer. If we need longer than the 20 working days we will let you know within 15 days of receiving the complaint, and provide you with a new deadline by which we will provide our full response.

Complaints and concerns will be investigated by the General Manager, unless the complaint is about that person, in which case it will be investigated by the Operations Director. A full response will be provided to you, which will include a full account of the events concerned, an apology if we consider one appropriate and details of any remedial or corrective action we propose to take.

If you are unhappy with the outcome of our investigation, you can opt to take the complaint to stage 2.

## **Stage 2**

During stage 2, further investigation will be undertaken by the Operations Director and responded to in full by the investigator within 20 working days from you telling us that you would like to take the complaint to stage 2, although as in stage 1 we will try to investigate more quickly if the complaint is still time sensitive or longer if the complaint is complex. If we need longer than the 20 working days we will let you know within 15 days of you telling us that you would like to take the complaint to stage 2, and provide you with a new deadline by which we will provide our full response.

The investigator may need to contact you to clarify the concerns, conduct an investigation and explore how the complaint might be resolved.

You will receive written confirmation of the outcome of our investigation within 20 working days of you telling us that you would like to take the complaint to stage 2, together with any recommendations and or remedies we propose. We will either:

- 1 - uphold the action taken at Stage 1 and provide contact details for the board of directors that you then have the option of referring the complaint to; or
2. Implement changes to the Stage 1 recommendations or actions. These might include staff development and training, us reviewing our procedures or making appropriate improvements to our services.

If you remain dissatisfied with the outcome from Stage 2, you can opt to take the complaint to Stage 3.

## **Stage 3**

During Stage 3, further investigation will be undertaken by a member of our board of directors and responded to in full within 30 working days from you telling us that you would like to take the complaint to Stage 3, although as in Stages 1 and 2 we will try to investigate more quickly if the complaint is still time sensitive or longer if the complaint is complex. If we need longer than the 30 working days we will let you know within 15 days of you telling us that you would like to take the complaint to Stage 3, and provide you with a new deadline by which we will provide our full response.

The investigator may need to contact you to clarify the concerns, conduct an investigation and explore how the complaint might be resolved.

You will receive written confirmation of the outcome of our investigation within 30 working days of you telling us that you would like to take the complaint to Stage 3, together with any recommendations and or remedies we propose. We will either:

- 1 - uphold the actions taken at Stages 1 and/or 2; or
2. Implement changes to the Stage 1 and/or 2 recommendations or actions. Again, these might include staff development and training, us reviewing our procedures or making appropriate improvements to our services.

### **Receipt of anonymous complaints or concerns**

If you have a general complaint or concern, you can make this anonymously by leaving it in the complaints or comments box at our reception. Complaints and concerns received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation and we will be unable to provide the complaint with a full outcome.

### **Data Protection**

To process a complaint, we will hold personal data about you, which you will provide and which other people give in response to any investigations completed regarding the complaint. We will hold this data securely in accordance with all applicable data protection legislation and only use it to help address the complaint.

Your identity will only be made known to those who need to consider the complaint and will not be revealed to other people or made public. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applies or allegations are made which involve the conduct of third parties.