

**Complaints**

We hope your happy with the care we provide at Meadow View Care home. However, complaints may arise from simple misunderstanding or genuine dissatisfaction. Usually discussing the matter determines the cause and a satisfactory resolution. If you are unhappy in anyway, please tell one of the nursing team so we can resolve concerns without delay.

If you remain dis-satisfied you should inform the Manager.

You can do this:

* In person; you do not need to make an appointment
* By telephone; ask to speak with the manager on 01933 355111
* In writing; marked ‘Private and Confidential’ addressed to Meadow View Care Home
* By email; email your complaint to: meadowview.manager@wellbeingcare.co.uk

If the manager cannot resolve your complaint to your satisfaction, you may address it to the director, ‘Farooq Patel’, either by letter to Meadow View Care Home or e-mail

fp@wellbeingcare.co.uk

If you remain dis-satisfied, you may address your complaint to the board of Directors of the Meadow View Care Home direct@wellbeingcare.co.uk

We will respond to acknowledge receipt of your complaint. Please ensure you provide your name and contact details so that we can reply to you.

You may also contact the following:

Care Quality Commission, CQC Eastern City Gate, Gallowgate, Newcastle upton Tyne, NE1 4PA

North Northamptonshire County Council:

Swanspool House, Doddington Rd, Wellingborough NN8 1BP. Contact – 0300 126 3000

Integrated Care Board:

Francis Crick House, 6 Summerhouse Road, Moulton Park Industrial Estate, Moulton Park, Northampton, NN3 6BF. Contact – 01604 476777

Our administrator would be happy to provide a copy of our full complaint’s procedure, local authority & NHS contact details. Please feel free to ask.