A picture containing font, graphics, design

Description automatically generated

**The Dell Care Home – Complaints Procedure**

Complaints can be raised through simple misunderstandings or genuine dissatisfaction. Usually discussing the matter determines the cause and a solution that satisfies can be reached. If you are unhappy in any way, please tell us so we can resolve any concerns/problems you might have.

The full complaint procedure can be obtained from the Manager.

The Home Manager is **Daphne Graves –** [**dell.manager@wellbeingcare.co.uk**](mailto:dell.manager@wellbeingcare.co.uk)

You should firstly inform the Manager of any concerns or complaints you may have. If the Manager cannot resolve your concern to your satisfaction, please make direct contact with Mrs Joy Henshaw, Regional Director at [joy@wellbeingcare.co.uk](mailto:joy@wellbeingcare.co.uk) or Mr Farooq Patel, Director at [fp@wellbeingcare.co.uk](mailto:fp@wellbeingcare.co.uk) who will assist you with a response.

We will respond to acknowledge receipt. Please leave a name and contact number where we can reach you.

If you are not satisfied with the outcome, you can refer your complaint to the Local Government Ombudsman (LGO) and ask for it to be reviewed. The LGO provides a free, independent service.

The LGO Advice Team can be contacted for information and advice or to register your complaint:

Telephone: 0300 0610614

Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

Website: [www.lgo.org.uk](http://www.lgo.org.uk)

You may also contact one of our regulatory bodies, the address is below:

The Dell Care Centre is registered by the **Care Quality Commission**

Care Quality Commission

CQC Eastern

City Gate

Gallowgate

Newcastle Upon Tyne NE1 4PA

Suffolk County Council - Constantine House, 5 Constantine Road, Ipswich, Suffolk IP1 2DH

Social Services and Health Authorities address and telephone numbers can be obtained from the Main Office.

Updated April 2023