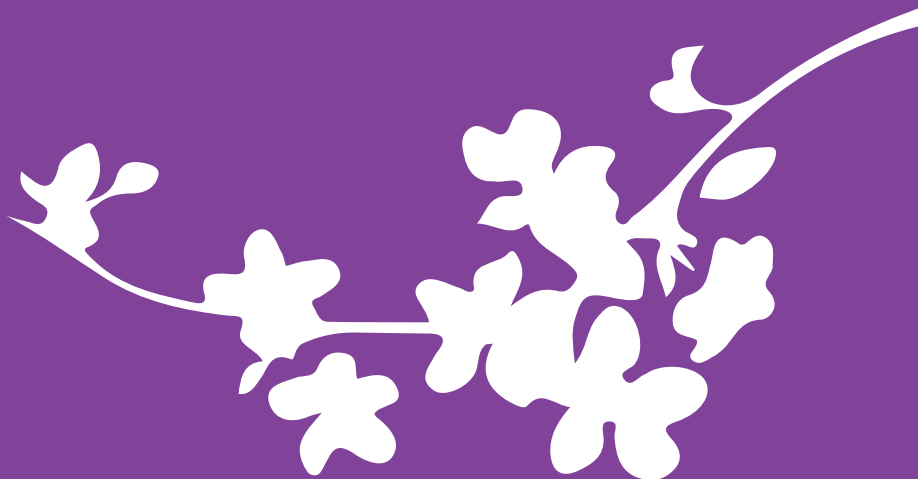
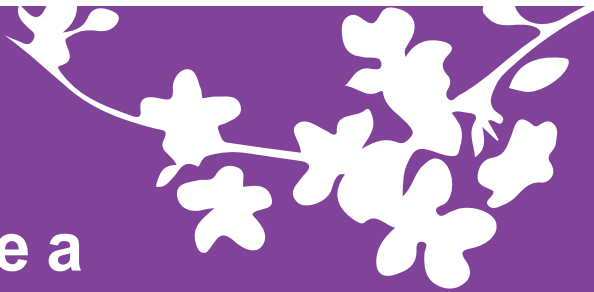


Abbeyfield Wessex Society Ltd



Abbeyfield  
Making time for older people

How to  
make a  
complaint



# Do you have a concern or a complaint?

## How to let us know

We are committed to providing you with an excellent service. We understand, however, that sometimes the service we provide may not meet your expectations. If this is the case, we want to know about it.

Don't be afraid to complain. Sometimes it is the only way we can find out that things are wrong. We keep all complaints confidential.

You can ask for support from your family, a friend, your representative or sponsor throughout the process of raising a concern or complaint.

If you have a concern about the services you receive from us, the first person to speak to is the House Manager. They will talk with you about the problem, make a note of your concern and try to sort it out immediately (or, if not, within five working days). In most cases this will sort the matter out quickly and satisfactorily. However, if you feel you can't raise your concern with them you can follow the procedure in this document.

## What happens next?

There are two ways you can take the matter further.

- 1** You can put your complaint in writing and send it to the Chief Executive Officer.
- 2** You can ask a member of staff or a volunteer to write down your complaint and give it to you for approval. You can then pass it on to Chief Executive Officer who will acknowledge your complaint in writing within 5 days.

The Chief Executive Officer will look into your complaint and try to sort it out within five working days. If you are not satisfied with the response, please contact the Abbeyfield Wessex Chairman and ask for a review.

The Chairman will review your complaint and send you a full written response within 10 working days.

If you are still not satisfied with our response, you can ask for a copy of the complaints policy which contains details of the Housing Ombudsman Service.

If you would like this policy, please speak to your House Manager or ring the office on 01202 762051.

We welcome your comments and suggestions about improving our complaints service. After we have looked at your complaint we will write to you to find out whether you are happy with the way we have dealt with it.

We are committed to providing the highest standards of support for older people.

We welcome any comments or feedback you have which will help us improve our services for residents.

We practice equal opportunities and are open to everyone, whatever their race, sex, sexuality, religious belief or ethnic origin.

**“Don’t be afraid to complain. Sometimes it is the only way we can find out that things are wrong.”**



**Contact  
Us...**



Abbeyfield Wessex Society Ltd

**Chief Executive Officer  
can be contacted at**

Westbourne House, 22 Poole Road  
Bournemouth, Dorset BH4 9DS

**Call 01202 762051**

E [info@abbeyfieldwessex.org](mailto:info@abbeyfieldwessex.org)

**[www.abbeyfieldwessex.org](http://www.abbeyfieldwessex.org)**



**Abbeyfield Wessex Society Ltd**

Member of the National Abbeyfield Society, under the  
Royal Patronage of HRH The Prince of Wales, FT, GCB

Accredited under the Abbeyfield Quality Standard

Registered in England : Company Registration No. 754594 : Registered Charity 230902 : HCA H2136

Registered Office: Westbourne House, 22 Poole Road, Bournemouth, Dorset BH4 9DS