

## COMPLIMENTS & COMPLAINTS

At Westgate Healthcare, we always aim to provide a high standard of care in all of our care homes.

We are proud that our team members have a desire to do their job well, and a determination to go the extra mile. If you have something positive you would like to share about any one of our care homes, or you would like to say a special thank you to someone, we want to hear from you.

Compliments are used to identify areas of good practice that Westgate Healthcare can learn from and further develop. Please directly contact your relevant Home Manager with any feedback, or contact us at head office on e-mail [info@westgatehc.co.uk](mailto:info@westgatehc.co.uk) or by post:

**Head Office Address: Westgate Healthcare**

Unit 3 Devonshire Business Park, Chester Road, Borehamwood, Herts, WD6 1NA

We always aim to provide a high standard of care in all our care homes; however, we acknowledge that at times things may go wrong or you may need to raise a concern. We value all feedback and encourage you to feel free to raise any concerns you have, which we will treat in a confidential and sensitive manner.

Please raise any complaints with the Home Manager directly as soon as possible, by meeting with them, telephoning them or writing to them (by e-mail or post). We aim to acknowledge all complaints raised within 3 working days, and will discuss the next steps with you. Some complaints may be able to be resolved quickly, however if investigation is required, we will come back to you within 25 days with our findings and resolutions.

If you prefer to raise a complaint anonymously, please do make use of our 'Suggestions Box'.

If the Home Manager has been unable to address your complaint satisfactorily, or you would like to escalate your concern at any stage, please contact our Chief Operating Officer, Deborah Christian.

**Chief Operating Officer: Deborah Christian, Westgate Healthcare**

Unit 3 Devonshire Business Park, Chester Road, Borehamwood, Herts, WD6 1NA

Telephone: 0208 953 7600

E-mail: [deborah.christian@westgatehc.co.uk](mailto:deborah.christian@westgatehc.co.uk)

If the Chief Operating Officer has been unable to address your concerns, please contact the **Westgate Healthcare Directors** at the Head Office address or telephone number above, or e-mail: [info@westgatehc.co.uk](mailto:info@westgatehc.co.uk)

If your care is funded, or arranged, by the Local Council and you are not satisfied with how we have handled your complaint, we recommend that you contact them.

If you are not satisfied with how we have handled your complaint, the Local Government and Social Care Ombudsman provide an independent service and may carry out their own investigations.

**Local Government Ombudsman**

Address: PO Box 4771, Coventry, CV4 0EH

T: 0300 061 0614

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

You are also free to contact our regulator, the **Care Quality Commission**. Even though they cannot investigate your individual complaint, the CQC would like to hear about your experience:

CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

T: 03000 616 161

E: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Web: [www.cqc.org.uk](http://www.cqc.org.uk)

If you would like assistance to make a complaint, we encourage you to speak to a family member or friend who can support you or you can contact an external Advocacy agency who will provide you with an independent Advocate. Further details are available from your care home.