



Tell us what you think



...comments...

...compliments...

...suggestions...

...concern...

...complaint...

Many people receive help and support from Beaumont House and it is really important for us to hear how we are doing, as this will help ensure we continue to improve the services we provide. We want to promote a clear, open and responsive caring environment and value comments and suggestions. We also need to make sure you know how to make a complaint if you need to. Please use this form to tell us if:

- something was done particularly well
- you have any comments or suggestions about how things could be done better
- you were dissatisfied with something or wish to make a complaint.

I would like to tell you about.....

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Name

Address.....

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Telephone Number

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If you have a complaint about any aspect of the services Beaumont House provide, for **Health and Care issues** please ask to speak to Helen Hume or Louise Sinclair, Heads of Care, and for **all other matters**, ask for Cathryn Crane, Complaint Co-ordinator. Your concern/complaint will be heard in private. Alternatively, you may telephone your complaint to them on 01636 610556.

A formal complaint should be made in writing, either using this form or a letter. A stamped addressed envelope can be provided if requested.

Please remember, the quicker complaints are received, the easier they are to investigate.

All complaints will be acknowledged in writing within 2 working days of receipt, unless a full response can be met within 5 working days.

A full response will normally be made within 20 working days. Where the complaint requires further investigation, a letter explaining the reason for the delay will be forwarded to the complainant and a full response made within 5 working days of a conclusion being reached.

Whilst we would always prefer to be given the opportunity to answer complaints first, if you wish to complain to an independent agency, you may contact the following:

NHS Newark & Sherwood Clinical Commissioning Group

- By phoning 01636 594824
- By writing to N and S CCG, Balderton Primary Care Centre, Lowfield Lane, Balderton, Newark, Nottinghamshire, NG24 3HJ
- On-line at <http://www.newarkandsherwood.nhs.uk>

Local Government Ombudsman

- By phoning 0300 061 0614
- By texting 'call back', with your name and mobile number, to 0762 480 3014. Someone will then call you.
- By writing to: Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH
- You can also visit their website at www.lgo.org.uk.

Care Quality Commission

- CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA
- 03000616161
- www.cqc.org.uk

For Beaumont House use.

Reference number

Date received

Person responsible for action