

**Tell us what  
you think**

**How you can  
compliment, raise  
a concern or make  
a complaint**



**Four Seasons**  
HEALTH CARE

**Four Seasons Health Care is committed to being an open and transparent organisation and we appreciate all feedback on our care homes. Our care home colleagues work very hard to get the job right but we appreciate that things can go wrong. If you are unhappy with the treatment or service you have received from the care home then you are entitled to make a complaint, knowing that it will not affect your current or future care, that you will be treated confidentially and sensitively, and that you will receive a response from us.**

**Tell us what you think**

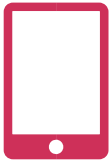


**Four Seasons**  
HEALTH CARE

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## Stage 1 Local Resolution

We would recommend that all concerns should initially be raised with the person in charge or Home Manager. Most issues can be resolved immediately but if not then you should submit your concerns to the home with specific details of what has gone wrong, and what you would like us to do about it.



You can also provide feedback through our unique **Quality of Life Programme**. This enables feedback on any aspect of our care and services through our iPads, which will send the information in real time to the Home Manager and Regional Manager, who can immediately respond to any issues.

On some occasions we understand that people may find it difficult to raise a complaint with the people involved in their care.

If this is the case, you can raise your complaint with the local Regional Office - their contact details will have been provided in your welcome pack.

Alternatively, if you wish to discuss the issue with someone at our Head Office then please contact the Complaints Manager at the address detailed on the back of this leaflet or complete the feedback form (on the website).

Your complaint will be acknowledged within three working days and it will be agreed with you how we will

communicate the response to your complaint. We aim to complete any investigation and provide you with a response within twenty working days but if for any reason we require some more time then we will discuss this with you as soon as possible.

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## **Stage 2 Internal Review**

If you are not satisfied with the response to your complaint, please let us know so that we can discuss any concerns with you under local resolution. You can either contact the investigator for your complaint, the Regional Manager or our Complaints Manager. We will endeavour to resolve any outstanding issues with you to your satisfaction.

## **Stage 3 Independent Review**

If you remain dissatisfied following local resolution then you can refer your complaint to the appropriate regulatory Ombudsman for them to conduct an independent review. Contact details of the relevant Ombudsman information will be provided with your complaint response. If your care is arranged and paid for by the Local Authority or Clinical Commissioning Group you can also refer your complaint to the appropriate organisation.



### **Whistleblowing**

If you wish to remain anonymous, any feedback from staff members, residents or visitors will be handled in confidence by a senior manager.

To make anonymous feedback  
please contact:

Four Seasons Health Care Head of  
Assurance:

**01625 417 890** or email  
**[whistleblowing@fshc.co.uk](mailto:whistleblowing@fshc.co.uk)**

**Or**

Four Seasons Health Care whistle-  
blowing line (24 hours): **0844 257  
3925.**

(This line is operated by an external  
company and details are passed  
directly and confidentially to the  
Four Seasons Health Care Director  
responsible for feedback. Calls  
cost 7 pence per minute plus your  
phone company's access charge.)



## **Compliments**

- If you think that we are doing something well then please let us know.



- We can use your feedback to make our services better.

Please let a member of staff know the details or you can fill out the feedback form on line/in the home or complete the Quality Of Life feedback.



### **Who can make a complaint**

If the person concerned is unable to act for themselves, the complaint can be accepted from a close relative, friend or other body or individual suitable to act as a representative. Where a person is capable of managing their own affairs and someone else complains about their care, it must be established that the complaint is



being made with the person's full knowledge and consent.

If possible, a complaint should be made within twelve months of the incident which caused the problem, or of the complainant realising that there is cause for complaint. There is discretion to extend this time limit where it would be unreasonable in the circumstances for the complaint to have been made earlier, and where it is still possible to investigate the facts of the case.



### **Other organisations who may be able to offer advice and support**

**Citizens Advice Bureau**

**Healthwatch**

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

www.healthwatch.co.uk Tel:

03000 68 3000

There may also be local advocacy organisations that may be able to give you support with making a complaint

Contact us:

[feedback@fshc.co.uk](mailto:feedback@fshc.co.uk)

01625 417800

[www.fshc.co.uk](http://www.fshc.co.uk)

Complaints Manager  
Four Seasons Health Care  
Norcliffe House  
Station Road  
Wilmslow  
SK9 1BU