



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



Four Seasons Health Care

At Four Seasons Health Care homes the care and wellbeing of our residents is at the heart of everything we do. We welcome feedback and encourage you to provide us with your thoughts on what we are doing well and what we can do to improve and resolve any concerns you have.

If you would like to comment on our services, you can talk to the Home Manager or if you prefer, you can leave feedback via our website or call our Customer Care team. Details are at the bottom of this leaflet.

Leaving a compliment

If you are happy with our service and would like to say thank you to a member of the team or share something positive please let the Home Manager know and they will share your compliment.

Our team will be delighted to hear that they are doing a great job.





Raising a concern - It's good to talk

Four Seasons Health Care is committed to being an open and transparent organisation and we appreciate all feedback on our care homes. The teams in our homes make every effort to provide quality care but we appreciate that we don't always get it right.

If you have a concern about any aspect of our service or care, please speak to someone in charge such as a Nurse or Senior Care Assistant in the first instance. Most issues can be resolved immediately but if they are unable to resolve the problem, please then speak to the Home Manager.

On some occasions, we understand that people may find it difficult to raise a concern with the people involved in their care or the issue is not related to the care home. If this is the case, you can raise your concern with our Customer Care team – their contact details are on the back of this leaflet.

Making a Complaint

Who can raise a concern/complaint?

Everyone who is affected by the quality of care and service provided can raise a complaint.

If the person concerned is unable to act for themselves, the concern or 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 as soon as possible but 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.



There are two stages to our complaints procedure

Stage 1 – Care Home Resolution

If your concern remains unresolved then you should submit your complaint in writing to the Home Manager with specific details, why you remain unhappy and what you would like to be done to put it right. Or alternatively you can email details to our Customer Care Team at **feedback@fshc.co.uk**

Your complaint will be acknowledged within three working days and we aim to complete any investigation and provide you with a response within 20 working days from the submission of your complaint. If for any reason we require more time, then we will inform you as soon as possible the reason for the delay and provide an indication of when the investigation will be completed.

We will always do our best to resolve a complaint as soon as possible and we will talk to you about any actions that should be taken to help solve the issue.

Stage 2 – Escalating your complaint

If you consider matters unresolved, you may escalate your complaint to the Regional Manager for the home at the address on the back of this leaflet.

If you subsequently remain unsatisfied you can request an independent review from the Ombudsman. Details will be provided with your complaint response and can also be found on the back page of this leaflet.

Contact Details

Customer Care

Four Seasons Health Care
First Floor, Lingfield Point,
McMullen Road,
Darlington,
County Durham, DL1 1RW

Email: feedback@fshc.co.uk

Website: fshc.co.uk

Confidential Care

If you do not feel able to discuss matters at home level you can contact our Customer Care team on **0330 333 0466**

Other useful contacts

Care homes regulatory offices

Care Quality Commission (England)

Citygate, Gallowgate,
Newcastle-upon-Tyne, NE1 4PA
T: 03000 616 161
W: www.cqc.org.uk

Care Inspectorate (Scotland)

Compass House, 11 Riverside Drive,
Dundee, DD1 4NY
T: 0345 600 9527
E: enquiries@careinspectorate.com
W: www.careinspectorate.com

We can make this information available in large print or other languages on request. Please contact us to find out more.

Government Ombudsman

Local Government & Social Care Ombudsman

(Private or local authority funded residents in England)
T: 0300 061 0614
W: www.lgo.org.uk/adult-social-care

Parliamentary & Health Service Ombudsman

(NHS funded residents in England)
T: 0345 015 4033
W: www.ombudsman.org.uk

Scottish Public Services Ombudsman

(Local authority funded residents in Scotland) T: 0800 377 7730
W: www.spsso.org.uk

Information Commissioner's Office (ICO)

T: 0303 123 1113 (local rate) or
T: 01625 545 745 (national rate)
W: www.ico.org.uk



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www.fshc.co.uk