



Catherine Miller House

RESIDENTIAL CARE HOME FOR THE ELDERLY

13-17 Old Leigh Road Leigh on Sea Essex SS9 1LB

Tel & Fax: 01702-713 113

Complaints Procedure

We believe that service users, staff and visitors should be provided with a safe environment which embraces all aspects of their life. This includes being assured that on any occasion where the service standard falls below that which could reasonably be expected, there are systems in place to address this.

If a resident or their representative has a complaint, in the first instance the issue should be taken up with the person in charge on the day. If the complaint is not or cannot at that time, be resolved in such a way as to satisfy the complainant, The Senior carer on duty should provide the complainant with a Comments Form (from the office) to record their complaint. That form will then be passed to the Manager or a Company Director. The issues will be investigated and addressed in the manner and time frames specified in the Service User Guide.

If preferred a letter may be addressed to either the Manager or Directors at this address or by e-mail. Again, the issues will be dealt with in accordance with our procedures as specified in the Service User Guide.

Our Contact details are:

Address: 13-17 Old Leigh Road, Leigh on Sea, Essex SS9 1LB Tel & Fax: 01702-713 113

e-mail: Admin: info@catherinemillerhouse.co.uk

Manager: CMHManager@btconnect.com

Directors: Anne Stern

Should you have any concerns or complaints these can be expressed through the following channels:

Care Home Manager : Miss Jennifer Read

01702 713113

CMHManager@btconnect.com

Local Funding Authority: The details of your funding authority can be obtained from Miss Jennifer Read, as your funding authority they can assist you with your concerns or complaints.

Southend Borough Council
01702 215008

Essex County Council
0845 603 7630

Care Quality Commission: Tel: 03000 616161

Email: enquiries@cqc.org.uk

Website: www.cqc.org.uk

Post: Care Quality Commission

Citygate, Gallowgate

Newcastle upon Tyne

NE1 4PA

If you are not satisfied with the findings or outcome once the complaint has been responded to, refer the matter to the next stage of the complaints system which is The Local Government Ombudsman who can be contacted at:

Tel: 0300 061 0614

E-Mail: advice@lgo.org.uk Internet: www.lgo.org.uk