

Policy Ref:	LG006P – Annex 1
Owner:	Head of Legal
Amended for ASO use	DBO

Effective date:	October 2019
Next review date:	March 2026
Updated:	March 2024

Do you have a concern or a complaint?	
Complaints Policy and Procedure for Abbeyfield Southern Oaks Membership Society	
How to let us know	<p>We are committed to providing you with an excellent service. We understand, however, that sometimes the service we provide may not meet your expectations. If this is the case, we want to know about it.</p> <p>Remember that sometimes things go wrong, so don't be afraid to complain. Please be aware that we keep all complaints confidential.</p> <p>We welcome your suggestions and comments, together with those from your relatives and friends, or organisations such as Age UK (AIMS) or Social Services departments, to help us to assess the services we provide.</p> <p>You can ask for support from your family, a friend, your representative or advocate throughout the process of raising a concern or complaint.</p> <p>If you have a concern about the services you receive from us, the first person to speak to is a staff member or the House Manager/Keeper. They will talk with you about your concern, make a note and try to sort it out immediately (or, if not, within five working days). In most cases this will sort the matter out quickly and satisfactorily. However, if you feel you can't raise your concern with them you can follow the procedure in this document (<i>and also referred to in Schedule 5 of the Residents Tenancy Agreement</i>) as amended from time to time.</p>
If you're not satisfied	<p>There are three ways you can take the matter further.</p> <ol style="list-style-type: none"> 1. You can put your complaint in writing and provide it to the Senior House Manager or Community Manager 2. You can ask a member of staff or a volunteer to write down your complaint and give it to you for approval. 3. You can then pass it on to the Senior House Manager or Community Manager who will acknowledge your complaint, in writing, within 48 hours. <p>The procedure then follows three stages.</p>
Stage 1: Investigation by The	<p>The Senior House Manager or Community Manager will investigate your complaint and try to resolve it out within ten working days. They will aim to send you a full written response to your complaint within 28 working days but will let you know if it is going to</p>

Senior House Manager or Community Manager	take longer. If you are not satisfied with the outcome, your concern/complaint will be reviewed by the Director of Business and Operations.
Stage 2: Review by The Director of Business and Operations	The Director of Business and Operations will review your complaint and send you a full written response within 10 working days (they will let you know if it is going to take longer than this). We hope that by this stage you will be satisfied with how your complaint has been sorted out. However, if you are still not happy, please contact the Society Chairman requesting an appeal.
Stage 3: Appeal to the board of Trustees	Society Chairman will arrange for two members of the Society board to hear your complaint at a meeting in a suitable location. We will invite you to the hearing and you can ask your friend, family member or independent representative/ Advocate to come with you. We will tell you the outcome of the appeal within 10 working days of the hearing
Appeal to the independent Housing Ombudsman	If you are still not satisfied with our response, you can ask the Housing Ombudsman Service to investigate your complaint. The Ombudsman is an independent complaints 'referee' and the service is free. The Community Manager will be happy to give you more information about the Ombudsman service. The Ombudsman will investigate your complaint as long as you have already followed our complaints procedure.
Independent Housing Ombudsman	The Housing Ombudsman can be located and contacted using the details below: Housing Ombudsman Service 81 Aldwych London WC2B 4HN. Phone: 020 7421 3800 (or 0300 111 3000) Fax: 020 7831 1942 E-mail: info@housing-ombudsman.org.uk Website: www.housing-ombudsman.org.uk
Supporting People	If you receive funding from Supporting People you can complain to the local Supporting People Team.
Legal proceedings	We cannot deal with a complaint if it raises issues that are already being dealt with by legal proceedings.
Payments	Compensation and goodwill payments. We may pay compensation or make a goodwill payment in certain circumstances if an investigation into a complaint confirms that we have failed to meet our responsibilities. Please ask for a copy of our compensation and goodwill payments policy for more information.
Other formats	If you would like this policy in another language or format please speak to the Office Manager who will assist with this process.
Further	If there is anything in this information you don't understand or if you have any questions

information	or comments about how the complaints procedure works, the House Manager will be happy to answer your questions.
How can we improve	We welcome your comments and suggestions about improving our complaints service. After we have looked at your complaint, we will write to you to find out whether you are happy with the way we have dealt with it.
About The Abbeyfield Southern Oaks Society	<p>We are committed to providing the highest standards of support for older people. We welcome any comments or feedback you have which will help us improve our services for residents.</p> <p>We practice equal opportunities and are open to everyone, whatever their race, sex, sexuality, religious belief or ethnic origin.</p>
The Director of Business and Operations	<p>Private and Confidential.</p> <p>Director of Business and Operations and Community Manager can be located at Nonsuch Abbeyfield, Old Schools Lane, Ewell, Surrey, KT17 1FL. They can be contacted on:</p> <p>Director of Business and Operations Email: martin.king@abbeyfieldsouthernnoaks.org</p> <p>Community Manager Email: joanne.taylor@abbeyfieldsouthernnoaks.org</p> <p>Senior House Manager Email: della.stewart@abbeyfieldsouthernnoaks.org</p> <p>Each can be contacted by phone on: 0208 394 0050</p> <p>Your complaint will be dealt with in strictest confidence.</p>
The Chairman of Abbeyfield Southern Oaks Society	<p>Private and Confidential</p> <p>Abbeyfield Southern Oaks Chairman is Nick Shore and he can be located at: Nonsuch Abbeyfield, Old Schools Lane, Ewell, Surrey, KT17 1FL.</p> <p>He can be contacted on: Nick.shore@abbeyfieldsouthernnoaks.org</p> <p>He can be contacted by phone on: 0208 394 0050</p> <p>Your complaint will be dealt with in strictest confidence.</p>
Residents Tenancy Agreement Schedule 5 refers:	The above procedure takes into consideration the Residents Tenancy Agreement under schedule 5.
Complaints about non-Abbeyfield services	<p>If you have a complaint about services you receive at the house from any outside agency, you may be able to use that agency's own complaints procedure. The House Manager may be able to assist you with this.</p> <p>If you encounter issues, please contact the Community Manager on: 020 8350 0050</p>

Your Complaint

Please fill in this form and provide it to our senior House Manager or Community Manager at Nonsuch Abbeyfield, Old Schools Lane, Ewell, Surrey, KT17 1FL

Name**Address for reply****Contact details****Address of your home
(if different from
above)**

In the space below, it would be helpful if you were able to tell us about your concern. It would assist us greatly if you were able to mention as many details as possible. As a recommendation, you might want to follow this pathway:

- Who was involved.
- What happened.
- Timeline of events that took place.
- Explain your concern and what in your opinion would be an acceptable outcome.

Please provide as much information as possible to help us consider all the facts and respond quickly.

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If you would like us to send a copy of this form to someone else who may be able to help sort out your complaint, please fill in their details below.

Name	
Address	
Contact details	
Your signature	
Date	