

Complaints Procedure

Please send your completed form or any other communication to the address below:

Director of Operations

Northgate Healthcare Ltd, White Gables,
Cross Lane Head, Bridgnorth,
Shropshire. WV16 4SJ.

info@northgatehealthcare.co.uk



Should the complaint not be resolved within the home then please forward onto the **Staffordshire Complaint Manager** at the following address:

Complaints Service Manager

Complaints Representations Team,
Directorate of Social Care and Health,
Wedgwood Building, Tipping Street,
Staffordshire. ST16 2DS.

complaints&customerfeedback@staffordshire.gov.uk



If you are not happy with the outcome of your complaint you can contact:

The Local Government Ombudsman
Telephone - 0300 061 0614

or

The Local Government Ombudsman
PO Box 4771, Coventry. CV4 0EH.
www.lgo.org.uk/making-a-complaint
or email advice@lgo.org.uk

Although The Care Quality Commission wish to be made aware of concerns that service users may have with providers, they no longer investigate individual complaints under the Essential Standards of Quality and Safety Regulation 19 Outcome 17.

They can be contacted at:

City Gate, Gallow Gate,
Newcastle-upon-Tyne. NE1 4PA

Telephone 03000 616161

Remember

- We value your feedback - positive or otherwise!
- We will act quickly and fairly regarding complaints
- We will keep in touch with you every step of the way
- We will never reduce or withdraw a service because you have complained

The Firs Care Home

Wodehouse Lane, Gospel End, Sedgley, Dudley,
West Midlands. DY3 4AE

T: 01902 677911 F: 01902 887546

thefirs@northgatehealthcare.co.uk

www.northgatehealthcare.co.uk



**Welcome to
The Firs
Care Home**

**Comments
Compliments
Complaints**

Making our home, your home

