



## Complaints Procedure

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

### **Operations Manager**

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

**Email** - [operations@northgatehealthcare.co.uk](mailto:operations@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.

**Email** - [complaints&customerfeedback@staffordshire.gov.uk](mailto:complaints&customerfeedback@staffordshire.gov.uk)

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

### **The Local Government Ombudsman**

PO Box 4771, Coventry. CV4 0EH.

**Telephone** - 0300 061 0614

**Web** - [www.lgo.org.uk/making-a-complaint](http://www.lgo.org.uk/making-a-complaint)

**Email** - [advice@lgo.org.uk](mailto: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

