



## Lane House Care Home

T: 01827 314806 F: 01827 65671 Email: [lanehouse@northgatehealthcare.co.uk](mailto:lanehouse@northgatehealthcare.co.uk)  
265 Lichfield Road, Tamworth, Staffordshire. B79 7SF

*Making our home, your home*



# Our Approach To Care

Our absolute priority is to put our service users first. We aim to provide the best care at all times. One of the main ways we do this is to always listen to ideas about how we can improve our services.

That is why we would like to hear from you or your loved ones, if you have:

**Comments • Compliments • Complaints**

Please tell us about:

- **Your views on any service you have received**
- **How we could improve what we do**
- **A service you really like, and why**

## We value your views

By sharing them with us, you will be helping us to provide the best possible care for all. You can use the form attached to comment or complain.

## How do I complain?

If you are not satisfied with the care we are giving you, we hope you will immediately talk to the manager. It is their duty to listen and act upon your concerns. If you are still not happy, please register a formal complaint by using this form.

## It is important to know

- You can ask anyone to make a formal complaint on your behalf
- We will never reduce or withdraw a service because you have complained
- We want to hear from you when you feel we have let you down
- We also want to hear your ideas about how we can make good services better
- If you would like help from an advocate



# For your feedback

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_ Today's date: / /

Comment: \_\_\_\_\_ Lane House

Large empty text area for providing feedback or comments.

I would like my comments to be treated as a formal complaint  (please tick)

To make a complaint you can contact our confidential hotline: **01746 766661** or email [info@northgatehealthcare.co.uk](mailto:info@northgatehealthcare.co.uk)

**Or, for more information and advice contact the organisation below:**

**Age UK South Staffordshire**  
Penkridge Resource Centre,  
Teddesley Road,  
Penkridge, Stafford,  
ST19 5BD.

**Telephone - 01785 788499**  
**E-mail: [info@ageukstafford.org.uk](mailto:info@ageukstafford.org.uk)**  
**Web: [www.ageuk.org.uk](http://www.ageuk.org.uk)**

## What happens next?

We will acknowledge your complaint, in writing, within 24 hours of receiving it. We will also tell you how we will investigate your concerns.

Your complaint will, usually, be investigated within seven days. We will then write to you again, within 28 days, giving our response to the investigation.

# 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.

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

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

