



## Complaints Policy

**Borough Care Limited  
Unit 9, Acorn Business Park  
Heaton Lane  
Stockport  
Cheshire  
SK4 1AS**

## Policy Statement

This policy is intended to comply with Regulation 16 of the Fundamental Standard Regulations.

Borough Care accepts and supports the rights of residents, or family members, to make complaints and to register comments and concerns about the services received. We believe that it should be easy to do so, and we welcome complaints, seeing them as opportunities to learn, adapt, improve and provide better services.

## The Policy

Borough Care's policy is intended to ensure that complaints are dealt with properly and that all complaints or comments, by residents and their relatives, carers and advocates, are taken seriously. It is not designed to apportion blame, to consider the possibility of negligence, or to provide compensation; it is not part of the Borough Care disciplinary policy. Borough Care believes that failure to listen to, or acknowledge complaints, can lead to an aggravation of problems, resident dissatisfaction and possible litigation. We believe that most complaints, if dealt with early, openly and honestly, can be resolved between the complainant and the organisation. This complaints procedure is made available through our website: [www.boroughcare.org.uk](http://www.boroughcare.org.uk) and in Resident Welcome information.

## Arrangements for dealing with Complaints

We undertake to fully investigate any complaints received from residents and/or their family members. We will treat you with courtesy and ask that you also treat our staff with courtesy.

Should you have a complaint, or a suggestion for improvement, you should initially raise the matter with the Home Manager. Should the Home Manager not be able to address your complaint to your satisfaction, or if your complaint is regarding the Home Manager, please contact our Operations team on **0161 475 0140**, or email: [enquiries@boroughcare.org.uk](mailto:enquiries@boroughcare.org.uk)

If escalated to the Operations team, we will acknowledge all complaints within 5 business days. Some investigation into your complaint may be needed and therefore, we will make sure that you receive a full response within 28 days of receiving your complaint.

If the matter is still not resolved to your satisfaction, or you feel unable to complain to the Operations team, you may wish to write to:

Chief Executive  
Borough Care Ltd.  
Unit 9, Acorn Business Park  
Heaton Lane  
Stockport SK4 1AS

Should you still feel unsatisfied, once your complaint has been investigated and responded to by Borough Care, you may write to:

**Adult Social Care Complaints Team**

0161 4744599

[complaints@stockport.gov.uk](mailto:complaints@stockport.gov.uk)

You can also contact the Local Government Ombudsman who provide a free, independent service. The LGO will not usually investigate complaints until the provider has had the opportunity to respond and resolve matters.

Contact details for LGO:

PO Box 4771

Coventry

CV4 0EH

Tel: 0300 061 0614 or 0845 602 1983

Email: [advise@lgo.org.uk](mailto:advise@lgo.org.uk)

If you have any concerns and wish to speak to an independent advisor, Age UK can provide you with details of local advocacy, and other services via their Advice Line: 0800 678 1602.

Borough Care's services are registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers but are happy to receive information about our services at any time. You can contact CQC at:

CQC National Customer Service Centre

Citygate, Gallowgate

Newcastle upon Tyne

NE1 4PA

Tel: 03000 616161

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Website: [www.cqc.org.uk](http://www.cqc.org.uk)

**Policy Review**

This policy will be reviewed on an annual basis or earlier should service needs or legislative changes dictate.