



Complaints



Everyone at Littlehampton & Rustington Housing Society (LRHS) works hard to get things right all the time, but like all organisations we sometimes get things wrong.

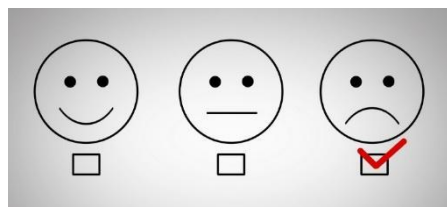
If mistakes are made or you are in any way dissatisfied, we want you to give us the opportunity to put things right and improve our service. But we can't do this if you don't let us know!

What is a Complaint?

Making a complaint means speaking up about something you do not like or something you are not happy with.

We define a complaint as:

'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by LRHS, our staff, or those acting on our behalf, affecting an individual resident or group of residents.'



We want to make it easy for you to tell us when you are not happy about something.



Thinking about making a complaint?

We want to make you happy!



It is ok to complain! ✓

You can complain if you think one of our staff has broken the rules.

You can complain about any of our services.

How to make a complaint

You can tell any member of our staff if you want to complain or

You can tell the Manager or their Boss.

You can ask a friend, someone from you family or an advocate or social worker to contact us.

Who to complain to?



If you want to make a complaint regarding the staff or service relating to Rustington Hall Nursing & Care Home. In the first instance we would like to try to resolve this as an informal complaint, without the need for a full investigation, in which case you can contact the internal managers:

- Marcin Szczepaniak, Registered Manager
Email: marcin@rustingtonhall.co.uk phone: 01903 777501
- Lorraine Lancaster-Robinson, Facilities & Contracts Manager
Email: lorraine@rustingtonhall.co.uk phone: 01903 777501
- Sally Morris, CEO
Email: sally@lrhs.co.uk phone: 01903 777744

Or you can contact the Chairman of the Board of Trustees for the Society

Email: Chairman@rustingtonhall.co.uk

You can also write to us at Rustington Hall, Station Road, Rustington, West Sussex, BN16 3AY

If you feel you have a more serious concern and would like things to be recorded formally you can raise what is known as a formal complaint. You will also need to make your first contact with the internal managers as on the previous page.

If you are dissatisfied with the response you receive you can also contact the following external agencies:

- Care Quality Commission (CQC). These are the people who check we are doing a good job.

Although they cannot look into your complaint it is helpful for them to know that you are not happy with some aspect of the service you are receiving and that although you have complained you are unhappy with the response you received.

CQC Phone Number: 03000 616161

Or visit their website for further information: www.cqc.org.uk

- West Sussex County Council (WSCC). You can visit their website: www.westsussex.gov.uk. On the website you will see a menu of where to make a complaint depending on the type of complaint you are making.

- Local Government and Social Care Ombudsman (for those Service Users that are funded by local authority-funded social services care or self-funded)

Tel: 0300 061 0614 or email: advice@lgo.org.uk



If you want to make a complaint regarding the staff or service relating to either the Property Management Service for offsite properties or Oakhurst Gardens Sheltered Housing. In the first instance we would like to try to resolve this as an informal complaint, without the need for a full investigation, in which case you can contact the internal managers:

Georgia Ellis, Property Services Manager

Email: georgia@lrhs.co.uk phone: 01903 787222

- Sally Morris, CEO

Email: sally@lrhs.co.uk phone: 01903 777744

Or you can contact the Chairman of the Board of Trustees for the Society

Email: Chairman@rustingtonhall.co.uk

You can also write to us at Rustington Hall, Station Road, Rustington, West Sussex, BN16 3AY

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What will happen when you complain?

1. We will respond to the complaint within 10 working days of the complaint being logged to confirm we have received it.
2. One of our staff will talk to you to make things better. We want to fix your complaint as soon as possible.
3. We may have to find out more information from our staff. This is called an investigation.
4. We will try to fix your complaint within 28 days. If we need more time, we will tell you.

How will we make things right?

We will:

- ☐ Tell you what we have found out about your complaint
- ☐ Tell you what we are doing to make things better
- ☐ Tell you how we plan to stop things going wrong again
- ☐ We will check that you are happy with how we have listened to you

We will also:

- ☐ Review all complaints on a regular basis with consideration given to 'trend analysis'