



StaleyHouse
Residential Care Home

COMPLAINTS POLICY

0161 304 8939 | Huddersfield Rd, Stalybridge SK15 2PT
Fax : 0161 338 6713

Provider email : muddasser@staleyhouse.com
Manager email : louise.durber@staleyhouse.com



At Staley House we make every effort to provide high-quality care and hope that your time in our home is happy. We welcome feedback and encourage you to provide us with your thoughts and opinions on what we are doing well and what we can do to improve and resolve any concerns you have. If you would like to comment on our services, you can talk to the Home Manager or if you prefer, you can leave feedback via our email info@staleyhouse.com.

Home resolution

Stage 1

If you have a concern about any aspect of our service or care, please speak to the person in charge in the first instance. Most issues can be resolved immediately but if they are unable to resolve the problem, please then speak to the Home Manager. On some occasions we understand that people may find it difficult to raise a concern with the people involved in their care. If this is the case, you can raise your concern with our Director Mr. Muddasser Hussain. Contact details can be found on the back of this policy.

Stage 2

If your concern remains unresolved at this stage then you should submit your concerns in writing to the Home Manager with specific details, why you remain unhappy and what you would like us to do to put it right. Or alternatively you can email louisedurber@staleyhouse.com. Your complaint will be acknowledged within two working days and we aim to complete any investigation and provide you with a response within twenty-eight days. If for any reason we require more time, then we will inform you as soon as possible. We will always do our best to resolve a complaint as soon as possible and we will talk to you about any actions that should be taken to help solve the issue.

Stage 3

If you consider matters unresolved following the stages above, you may escalate your complaint to the Nominated Person (details can be found on the back page) and if you subsequently remain unsatisfied you can request an independent review from the Ombudsman. Details will be provided with your complaint response (or can be found on the back page).

Who can raise a concern/complaint?

If the person concerned is unable to act for themselves, the concern or complaint can be accepted from a close relative, friend or other body or individual suitable to act as a representative. Where a person is capable of managing their own affairs and someone else complains about their care, it must be established that the complaint is being made with the person's full knowledge and consent. If possible, a complaint should be made within twelve months of the incident which caused the problem, or of the complainant realising that there is cause for complaint. There is discretion to extend this time limit where it would be unreasonable in the circumstances for the complaint to have been made earlier, and where it is still possible to investigate the facts of the case. Compliments If you think that we are doing something well and would like to provide us with feedback then please let us know.

We appreciate your feedback and it can help to make our services even better. Please let a team member know the details, or you can fill in our feedback form.

Useful Contacts

Care Home Manager

Louise Durber
Staley House
Huddersfield Road, Stalybridge
SK15 2PT
T: 0161 304 8939
E: louise.durber@staleyhouse.com

Staley House Director/ Nominated Person

Muddasser Hussain
Staley House
Huddersfield Road, Stalybridge
SK15 2PT
T: 07971 550782
E: muddasser@staleyhouse.com

The Complaints Manager,

Directorate of People,
Tameside MBC,
Room 3.10,
Council Offices,
Wellington Road, Ashton Under Lyne,
OL6 6DL
E: socservcomplaints@tameside.gov.uk



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Local Government and Social Care Ombudsman

T: 0300 061 0614
W: www.lgo.org.uk

Parliamentary and Health Service Ombudsman

T: 0345 015 4033
W: www.ombudsman.org.uk

Care Quality Commission (CQC), CQC National Customer Service Centre,

Citygate, Gallowgate,
Newcastle upon Tyne
NE1 4PA
T: 03000 616161
F: 03000 616171
W: www.cqc.org.uk