

DENVILLE HALL Retirement Home for the acting profession

COMPLAINTS

In even the best places there are bound to be occasional problems.

If you have a complaint, however trivial it seems - do tell us. Worries and irritations that seem enormous are often very easily solved. Telling us quickly means that it is much easier to investigate and put right but always raise it – it matters to us and to you.

Talk to the Manager, Eve Talmor, if you have a complaint. She will do her best to solve the problem to your satisfaction.

If she cannot resolve the matter, or you are not entirely satisfied, then you should speak to the House Committee. The Manager will arrange for you to speak to someone as soon as possible. One or more members of the committee come to the house almost every week and the committee itself meets at Denville Hall on the first Monday of each month. On this day they lunch with residents and are always anxious to know your views on how the house is running.

In the very unlikely event that the House Committee could not resolve the complaint it would be put before the Council of The Actors' Charitable Trust.

If you feel that we are not dealing with your complaint effectively and efficiently you also have the right to refer your complaint to Hillingdon Social Care at any time.

Denville Hall always takes complaints seriously and will co-operate fully with Hillingdon adult services to investigate and resolve them.

Hillingdon Social Care Team can be contacted on:

London Borough of Hillingdon

25/08 Civic Centre

High Street

Uxbridge

UB8 1UW

Tel - 01895 277800

Fax- 01895 250204

E-mail- complaints-social@hillington.gov.uk

Complaints can be made in a variety of ways. In person, over the phone and in writing, including electronically.

The complaints procedure will be available in different languages and formats to suit your needs.

If English is not your first language or you have communication difficulties we will do everything possible to meet your requirements.

In the event of any complaint being made please be reassured that at no time will you become victimised.

Any type of bullying, victimisation or harassment will be investigated, referred to Hillingdon safe-guarding adults team and disciplinary action will be taken against any offender.

Verbal complaints will be responded to immediately.

Written complaints will be responded to by an acknowledgement letter within 2 days. The home will investigate and complainants will receive a letter outlining the results within 28 days. If the complaint is more complex and cannot be resolved within this time the complainant will be informed.

If the complaint cannot be resolved it will be referred to Care Quality Commission at the following address:

The Hall is registered and inspected by the:

**Care Quality Commission,
National Correspondence,
Citygate,
Gallowgate,
Newcastle upon Tyne,
NE1 4PA**

Email: enquiries@cqc.org.uk

Tel: 03000 616161

They carry out regular inspections to ensure compliance with statutory regulations. They also handle complaints.

Throughout the year we will send you questionnaires about the service we are providing. This will give you the opportunity to comment and make suggestions on what we do well, what we can improve on and any general complaints you may have. We always welcome your opinions and ask that you complete them honestly. A suggestions/comments box is situated outside the main dining area for your use.

A copy of this complaints procedure can be found on our website; www.denvillehall.org.uk