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## FEEDBACK PROCEDURE

At LifeCare Residences, we welcome all forms of feedback from our residents and those dealing with us, whether positive or negative. Your feedback can be submitted in person or in writing, whatever is your preference, and we welcome you letting us know as soon as a complaint or compliment arises.

You may wish to let us know if:

- ❖ You would like to compliment us on a job well done.
- ❖ You have a suggestion on how we might improve our services.
- ❖ Our services or staff have fallen short of your expectations.
- ❖ You are concerned about your treatment or any aspect of your care delivery

You can contact the person you have been dealing with at the relevant Village directly or get in touch with the General Manager or CQC Registered Manager.

Alternatively, you can write to us at one of the following email addresses and put your concerns in writing:

- ❖ [info@lcr.uk.com](mailto:info@lcr.uk.com)
- ❖ [info@batterseaplace.co.uk](mailto:info@batterseaplace.co.uk)
- ❖ [info@groveplacevillage.co.uk](mailto:info@groveplacevillage.co.uk)

If you would prefer, you can contact us by Post:

LifeCare Residences  
73 Albert Bridge Road  
London  
SW11 4DS

If you wish to make a complaint, our full complaints procedure is set out on the next page. It covers complaints from residents and complaints related to property matters from prospective residents. The procedure set out below also applies to complaints about employers, workers, contractors and agents of LifeCare Residences and its UK subsidiaries. We accept your right to complain and to register comments and concerns about our services and want to make it easy for you to do so. We welcome any feedback as an opportunity to learn, adapt, improve, and provide better services.

You may seek redress in relation to a complaint under the following procedure. You have the right to be accompanied at any meeting about your complaint by a support person/advocate. We aim to ensure that complaints are dealt with properly and in a timely manner and that all complaints or comments by residents and their relatives, carers and advocates are taken seriously.

We support the principle that most complaints if dealt with early, openly, and honestly

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can be resolved at a local level between the complainant and ourselves and often through an open discussion regarding the concerns.

We will apologise if we did not get things right, in respect of our service or communication with you and we will work with you to create a better experience with us wherever possible.

### Complaints and Concerns

We encourage you to raise any concerns or complaints you may have relating to our services, staff, or the provision of care. You can discuss the matter informally with the General Manager, Registered Manager or any other member of the senior management team who will try in the first instance to put things right.

If you prefer to put your complaint in writing or in an email, we will work with you to understand how you would like the issues resolved and communicated back to you. We aim to acknowledge all complaints within 3 working days.

You may nominate an intermediary to handle your complaint on your behalf at any time during this procedure. We will co-operate in the same way with any such intermediary.

We understand that it can be stressful to raise your complaints for fears of recrimination and we will do our best to keep you informed about the process and what we are doing to find a remedy to your concern. We assure you that we will not treat you any differently if you make a complaint.

Some complaints may be resolved immediately, and some may take a little longer to be resolved but we will do our best to understand the outcomes you are looking for and resolve the concerns you or your representative have.

We will try and provide answers to your complaint as soon as possible, but in some cases an investigation may be required. We will aim to conclude the investigation and provide you with a response within 15 working days of receiving your complaint. If we need more time, we will agree a new deadline with you. We will keep you informed throughout the process.

We will offer a local resolution meeting, to inform you about what we have found and to work with you to offer both assurance and plan a way forward. Our intention is to respond to complaints and concerns in a transparent way that provides you with reassurance that your experience is important to us, and we will work in partnership with you to put things right.

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If you feel your complaint has not been satisfactorily resolved, please let us know and we will have the matter reviewed by a member of the executive team. You do not need to submit further information at this stage, but you may do so if you wish. We will then provide you with our final decision in writing.

If you remain unhappy with our final decision, following this review, or we fail to deliver it within the relevant deadline, you may refer your complaint to the relevant Ombudsman.

### Getting Help If Your Complaint Is About the Provision of Care

If your complaint relates to the provision of care, we will acknowledge your complaint within 3 working days and provide you with a copy of this procedure. We will then investigate your concerns and respond to you in writing within 15 working days of receiving the complaint.

If you remain dissatisfied with our outcome, you may request for the complaint to be reviewed by a member of our executive team. They will review the complaint, and the initial finding, providing you with a final decision within 21 working days.

If you do not feel satisfied with our final decision on a complaint relating to domiciliary or nursing care, or we fail to provide this within the relevant deadline, you may refer the matter to the Local Government and Social Care Ombudsman (LGO).

The LGO deals with all complaints related to adult social care, regardless of how the care service is funded. In most cases, they will only consider a complaint once the care provider has been given reasonable opportunity to deal with the situation. It is a free service. Their job is to investigate complaints in a fair, unbiased and independent way. They are independent of politicians, local authorities, government department, advocacy and campaigning groups, the care industry, and the Care Quality Commission (CQC). They are not a regulator and do not inspect care providers.

The link below is to the LGO's webpage on "Adult social care" and has a short film which explains their role and how their service will benefit both residents and care providers. A free copy of the film and manuscript is available to download from the same location.

[www.lgo.org.uk/adult-social-care/](http://www.lgo.org.uk/adult-social-care/)

We will cooperate fully with the LGO during any investigation and comply with their resulting final decision, which will be binding on us.

The CQC does not investigate individual complaints but will take them into account in

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developing their inspection programme. The LGO can share information with the CQC but only when deemed appropriate. The CQC will redirect individual complaints to the LGO, and the LGO will inform CQC about outcomes that point to regulatory failures.

For information, CQC contact details are:

Phone: 03000 616161  
CQC National Service Centre  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

### Getting Help If Your Complaint Is About Residential Leasehold Management or Our Resale Agency Activities

We are committed to providing a professional service. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below

After sending us your complaint, we will acknowledge receipt of your complaint in writing within three working days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint. This will normally be dealt with by a member of the management team who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of receiving your complaint.

If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a member of the executive team.

We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

### The Property Ombudsman

If you do not feel satisfied with our final decision on a complaint relating to property matters, or we fail to provide this within eight weeks, or any agreed extension, you may refer the matter to the Property Ombudsman Service.

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The Property Ombudsman Ltd  
Milford House  
43-45 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
01722 333 306  
www.tpos.co.uk

Please note that you will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman considers how to respond based on the circumstances of each individual complaint. They will usually contact both parties to explore how the complaint can be resolved locally. The Property Ombudsman requires that all complaints are addressed through our in-house complaint's procedure, before being submitted for an independent review.

We will co-operate fully with the Property Ombudsman Service during any investigation and comply with the resulting final decision, which will be binding on us.

### Complaints under the ARCO Consumer Code

As an 'ARCO Approved Operator', we seek at all times to comply with the ARCO Consumer Code (see [www.arcouk.org](http://www.arcouk.org)). ARCO itself does not have a complaint handling function but has nominated The Property Ombudsman as its Alternative Dispute Resolution (ADR) provider. Where we are unable to resolve satisfactorily any complaint from you about compliance with the ARCO Consumer Code, you may also refer this to The Property Ombudsman.

Certain complaints in relation to leasehold management may also be referred to the Residential Property First-tier Tribunal. We will provide you with contact details for the relevant office where your complaint appears to fall within the remit of the Tribunal.