
FEEDBACK PROCEDURE

At LifeCare Residences, we welcome all forms of feedback from our residents and those who deal with us, whether positive or negative. Your feedback can be submitted in person or in writing, whichever you prefer.

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 put your concerns in writing to one of the following email addresses:

- ❖ info@lcr.uk.com
- ❖ info@batterseaplace.co.uk
- ❖ info@groveplacevillage.co.uk

Or contact us by Post:

- ❖ LifeCare Residences Limited, 73 Albert Bridge Rd, London, SW11 4DS

If you wish to make a complaint, our full complaints procedure is set out on the next page and covers the following:

- ❖ [Getting Help If Your Complaint Is About Employers, Workers, Contractors and Agents of Lifecare Residences and Its UK Subsidiaries.](#)
- ❖ [Getting Help If Your Complaint Is About Residential Leasehold Management or Our Resale Agency Activities](#)
- ❖ [Getting Help If Your Complaint Is About The Provision of Care](#)
- ❖ [Complaints Related to Data Protection](#)

FEEDBACK PROCEDURE

Getting Help If Your Complaint Is About Employers, Workers, Contractors and Agents of Lifecare Residences and Its UK Subsidiaries.

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 raising a complaint can be stressful for fear 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 however, 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 to 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.

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.

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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 that the complaint 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/

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 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
- ❖ Post: CQC National Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

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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.

- ❖ Post: The Property Ombudsman Ltd, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP
- ❖ Phone: 01722 333 306
- ❖ Website: 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.

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The Property Ombudsman requires that all complaints are addressed through our in-house complaints 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). 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.

Complaints Related to Data Protection

Any complaints relating to data protection or the handling of personal data will be managed in accordance with the Data (Use and Access) Act 2023 (DUAA), UK GDPR, and applicable regulatory guidance.

The Company will:

- ❖ Acknowledge receipt of a data protection complaint within 30 days; and
- ❖ Provide a substantive response within a reasonable timeframe thereafter, taking into account the complexity of the complaint and applicable guidance.

Individuals have the right to raise concerns with the Information Commissioner's Office (ICO) at any time. If they remain dissatisfied with the Company's response, they may escalate the matter to the ICO via:

- ❖ Website: www.ico.org.uk
- ❖ Telephone: 0303 123 1113

Further information on how the Company processes personal data is set out in the Privacy Notice, available at <https://lifecareresidences.co.uk/privacy-policy/>