

# How to raise a concern or make a complaint

## Useful Contacts:

### Richmond Villages

**Richmond Villages Operations Director**  
Unit 5, The Court, Holywell Business Park,  
Southam, Warwickshire CV47 0FS  
Tel: 01926 679502  
Email: [info@richmond-villages.com](mailto:info@richmond-villages.com)  
[www.richmond-villages.com](http://www.richmond-villages.com)

### Care Homes Regulatory Office

**Care Quality Commission (England)**  
Citygate, Gallowgate, Newcastle-upon-Tyne, NE1 4PA  
Tel: 03000 616 161  
[www.cqc.org.uk](http://www.cqc.org.uk)

### Government Ombudsmen

#### Care Matters

**Local Government & Social Care Ombudsmen**  
(Private or local authority funded residents in England)  
Tel: 0300 015 4033  
[www.lgo.org.uk/adult-social-care](http://www.lgo.org.uk/adult-social-care)

#### Estate Agency and Property Matters

**Property Ombudsmen**  
Tel: 01722 333306  
[www.tpos.co.uk](http://www.tpos.co.uk)



Once completed please return to the Village Manager  
or send to:

**Richmond Villages Head Office**  
Unit 5, The Court, Holywell Business Park,  
Southam, Warwickshire CV47 0FS

# How to raise a concern or make a complaint

We are committed to resolving complaints in a speedy, responsive, accessible and user-friendly way. This leaflet sets out our procedure.

## Concern or informal complaint

If you are unhappy about any aspect of our services, please speak informally to the member of staff you usually deal with, their manager, the Care Home Manager or the Village Manager.

## Formal complaint

If the problem cannot be resolved informally, please write to the Village Manager or complete the form at the end of this leaflet.

## Complaints procedure

Your complaint will be acknowledged within 2 working days and the Village Manager will offer to meet you to discuss your concerns.

If you do not wish to contact staff at the Village, please contact one of the Operations Managers instead. Please ask at reception for the name and contact details for the relevant Operations Manager if you wish to complain to them direct rather than to the Village Manager.

We will investigate your complaint and send you our initial response within 20 working days. If we need more time, we will explain why and agree a new deadline with you.

If you are not satisfied with our initial response, please let us know and we will escalate the matter internally to the Operations Director. The Operations Director will acknowledge the escalated complaint within 2 working days. You will then be provided with our final decision in writing as soon as possible, and always within 20 working days, unless we have previously agreed a later deadline with you.

We will cooperate in the same way with an intermediary acting formally on your behalf. We will not treat you any differently if you make a complaint.

## Ombudsmen and Care Quality Commission

We will do everything we can to resolve your complaint. If you are not satisfied with our final decision, you may refer your complaint to the Local Government & Social Care Ombudsmen (care matters) or the Property Ombudsmen (estate agency and property matters).

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

You may also contact the CQC about care. The CQC does not investigate complaints or offer redress but takes them into account in determining its inspection programme.

## Please fill in this form if you wish to make a complaint

We will not give your name or any details on this form to anyone who does not need them. We may however have to talk to people outside of the company, so that we can take the right action to resolve your complaint.

Your name:

.....

Your address:

.....

Postcode:

.....

Your home telephone number:

.....

Your mobile telephone number:

.....

Are you complaining on behalf of a resident?

Yes  No

Resident name:

.....

Village name:

.....

Have you complained about this before?

Yes  No

What was the name of the person who you spoke/wrote to?

.....

When did you complain?

.....

Signature:

.....

Date:

.....