

## Bridge House of Twyford Complaints Handling Procedure

We company believe that if a resident, relative or a visitor wishes to make a complaint or register a concern, they should find it simple to do so. We treat all feedback seriously, review it, and use it to learn, adapt, improve and provide a better service to all involved in our villages

Our procedure for handling written complaints is set out below.

If you are not able to put your complaint in writing we will note down your concerns and ask you to confirm that we have described them accurately.

We will not treat you any differently if you make a complaint.

Handling your complaint -

- We will deal with your written complaints in a speedy, responsive, accessible and user friendly way.
- We will acknowledge your written complaint and provide an initial response in writing as soon as possible.
- If you tell us that you are not satisfied with our response, we will not require you to write in again in order to pursue the complaint through any escalation procedure.
- We will cooperate in the same way with an intermediary acting on your behalf.
- We will provide a final decision in writing within 56 calendar days of receiving your complaint, unless we have previously agreed a later deadline.

If you remain dissatisfied with our final decision, or we fail to provide that decision by relevant deadline, you may refer your complaint to the relevant Ombudsman Service. The relevant Ombudsman Services are:

- Care Matters: Local Government Ombudsman (LGO). Tel 0300 061 0614 Web : [www.lgo.org.uk](http://www.lgo.org.uk)
- Other matters : The Property Ombudsman (TPO). Tel 01722 333306 Web: [www.tpos.co.uk](http://www.tpos.co.uk)
- We will co-operate fully with the Ombudsman Service during any investigation and comply fully with the resulting decision, which will be binding on us.
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Complaints should be addressed to –

Lucy Biggs,

Operations Director.

Castel House

69-70 Victoria Street

Englefield Green

Egham

Surrey

TW20 0QX      Tel : 01784 471471/07917 354177 Email [lucy.biggs@castlehouse.org](mailto:lucy.biggs@castlehouse.org)

In relation to care issues only, you may wish to contact the Care Quality Commission. Please note that while the Commission uses complaints to inform its inspection regime it does not provide the redress service offered by the Local Government Ombudsman.

