



For care homes.

How to make a complaint.

This leaflet tells you how to make a complaint about a Bupa care home.

If you're not happy,
we'd like to hear about it

At Bupa care homes we do everything we can to make sure our residents get the best possible care, but occasionally we get things wrong. If you have a concern or a complaint, we want to resolve it quickly and simply.

If you're unhappy about any aspect of the services we provide, please talk to us. By talking to the member of staff you usually deal with, their manager or the home manager, we can often clear up any issues quickly and agree with you what to do next.

If it's not possible to sort out your concern in this way and you wish to make a formal complaint about a Bupa care home, this leaflet explains how to do it.

If the complaint you wish to make is about another organisation, our staff will provide you with information about how to make this type of complaint.

How should you complain?

If for any reason you do not wish to talk to local staff, or you have done so already and the problem remains, you should put your complaint in writing or complete the form at the end of this leaflet and send it either to the home or to our Risk and Governance team at our head office. Contact details are on the back page of this leaflet and are also on display in the home.

If you wish to phone our Risk and Governance team, please call 0113 360 4806 between 9am and 5pm, Monday to Friday (excluding bank holidays). Outside office hours, please leave a message and your call will be returned on the next working day.

Alternatively you can submit your feedback to our Risk and Governance team via the Bupa website [bupa.co.uk/care-services](https://www.bupa.co.uk/care-services)

Bupa care homes complaints procedure

The complaints procedure has two stages.

Stage one – local resolution

In most cases your complaint will be managed locally within the care home. However, in the case of complaints that don't relate specifically to the care home, such as a complaint about Bupa advertising for example, you may receive correspondence from members of our head office team.

A full investigation will be conducted and every effort will be made to send you a full response within 20 working days from the date of receipt of your complaint. On the rare occasion when this isn't possible, we will provide an update on progress made and explain the reason for the delay. This letter will also provide an indication of when the investigation will be completed.

Stage two – escalation

If you're not satisfied with the response you receive at stage one, you can contact our Risk and Governance team to request an internal review by a member of the senior management team. A member of our Risk and Governance team will acknowledge your request within 2 working days of receipt and will confirm who will be conducting the internal review.

This person will review the handling of your complaint at stage one and conduct further investigations where necessary. They will then contact you within 20 working days from receipt of your request, to let you know the outcome of that review.

We will do everything we can to help to resolve your complaint. In the event that we cannot do so and where we have exhausted our internal process, you may wish to contact the appropriate regulator or ombudsman. Contact details are provided on the back of this leaflet.

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 Bupa care homes, so that we can take the right action to resolve your complaint.

Please see [bupa.co.uk/privacy](https://www.bupa.co.uk/privacy) for more information about how we collect, use and protect your data.

Making an anonymous complaint

If you wish to make an anonymous complaint, please write 'Anonymous' in the 'your name' section and your concerns will be investigated.

Alternatively, you can call or email the Risk and Governance team directly using the details found on the useful contacts page of this leaflet.

I wish to report a 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:

Care home name:

Have you complained about this before?

 Yes No

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

When did you complain?

Signature:

Date:

Please outline your complaint:

Large empty rectangular area for outlining the complaint.

OFFICE USE ONLY

Date received:

Datix ref:

Date logged on Datix:

Manager's signature:

The use of this procedure does not affect your rights or your right to complain to the care home regulator, an ombudsman or the authority funding your's or the resident's placement. Contact details for the regulator or ombudsman can be found on the back of this leaflet. Contact details for the funding authority and details about their own complaints procedure can be obtained from the care home.

Useful contacts

Bupa care homes

Risk and Governance Team

Number One, Great Exhibition Way, Kirkstall Forge, Leeds LS5 3BF
0113 360 4806
feedback@bupa.com

Care homes regulatory offices

Care Quality Commission (England)

Citygate, Gallowgate, Newcastle-upon-Tyne NE1 4PA
03000 616 161
www.cqc.org.uk

Care Inspectorate Wales

Welsh Government Office, Rhydycar Business Park,
Merthyr Tydfil CF48 1UZ
0300 7900126
CIW@gov.wales
www.careinspectorate.wales

Care Inspectorate (Scotland)

Compass House, 11 Riverside Drive, Dundee DD1 4NY
0345 600 9527
enquiries@careinspectorate.com
www.careinspectorate.com

Government Ombudsman

Local Government & Social Care Ombudsman

(Private or local authority funded residents in England)
0300 0610614
www.lgo.org.uk/adult-social-care

Parliamentary & Health Service Ombudsman

(NHS funded residents in England)
0345 015 4033
www.ombudsman.org.uk

Public Services Ombudsman for Wales

(Private or local authority funded residents in Wales)
0300 7900203
ask@ombudsman-wales.org.uk
www.ombudsman-wales.org.uk

Scottish Public Services Ombudsman

(Local authority funded residents in Scotland)
0800 377 7730
www.spsso.org.uk

Information Commissioner's Office (ICO)

Information Commissioner's Office, Wycliffe House, Water Lane,
Wilmslow, Cheshire SK9 5AF
0303 123 1113 (local rate) or 01625 545 745 (national rate)
www.ico.org.uk