

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 service, but occasionally we get things wrong. If you have a concern or complaint, we want to resolve it, quickly and simply.

If you are 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. They will discuss the problem with you and agree with you what to do next.

If it is not possible to sort out your problem 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 you do not wish, for any reason, to talk to local staff, or you have done so already and the problem remains, you should put your complaint in writing or contact the local Bupa regional office. You can complete the form at the end of this leaflet, write a letter, or contact the regional office directly.

A list of office addresses and telephone numbers is included on the back of this leaflet. If you wish to make a complaint outside normal office hours, please call 0113 381 6293 and leave a message, and we will call you back the next working day. Alternatively you can email feedback@bupa.com or register your complaint through the Bupa Care Homes website at www.bupa.co.uk/care-homes

Bupa Care Homes complaints procedure

The complaints procedure has two stages. In certain situations, your complaint may go straight to stage two rather than starting at stage one. In such cases, you will receive a written acknowledgement from the regional manager rather than the home manager.

Stage one - local resolution

Your complaint will be acknowledged within three working days of receipt and will be referred to the home manager for investigation.

The home manager will conduct a full investigation and will make every effort to send you a full response within 21 working days (14 days for Welsh homes). On the rare occasion when this is not possible, we will provide an update on progress made and explain the reason for the delay. This letter will also give some indication of when the investigation will be completed.

Stage two - regional resolution

If you are not satisfied with the response you receive from the home manager at stage one, you can request an internal review by a member of the senior regional management team. This should be requested within 28 working days of the date of the final written response or meeting. A member of the senior regional management team will acknowledge within three working days that your complaint is under review.

They will review the handling of your complaint and conduct further investigations where necessary and will then contact you within 21 working days (14 days for Welsh homes) to let you know the outcome of that review.

We will do everything we can to help resolve your complaint. In the event that we cannot 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 deal with your complaint.

Name.....

Your address.....

.....

.....

.....postcode

Your telephone number:

home

mobile

Are you complaining on behalf of a resident?

yes no

The name of the resident

The name of the home

Have you complained about this before?

yes no

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

.....

Do you know the date on which you complained?

.....

signature date