

## Complaints Procedure

OHI Ltd. aims to deliver a courteous, quality and efficient service in a professional manner. Education and professional development are on-going to maintain a consistently high standard of practice and employees adhere to legal and ethical codes of practice.

### **How do I complain?**

#### **Step 1**

Voice your concerns directly to the individual to see if they can be resolved at that point.

#### **Step 2**

Contact immediate OHI Manager on site. Whenever possible the complaint should be dealt with immediately. Where this is not possible the complainant should be informed that their complaint will be documented and dealt with as soon as possible and that they will be contacted within 14 days

#### **Step 3**

Complain in writing directly to the Assistant General Manager who will investigate the complaint with the relevant department or person and decide whether further action is required. Once the complaint has been investigated a summary of the findings will be sent to the complainant outlining any preventive actions implemented.

Please address your letter to:

Assistant General Manager  
OHI Ltd, Unit 1 Creamery Industrial Estate,  
Kenlis Road,  
Barnacre,  
PR1 3GD  
Telephone: 01995 601240 /01995 600372

Whether you write to us, phone or attend personally at our office you will be kept informed at regular intervals if your complaint cannot be dealt with immediately.

**Written complaints:** For security reasons we cannot accept the complaint by email and we must have your handwritten signature.

**Aims**

- Clients and employees should be confident that complaints will be listened to, taken seriously and acted upon.
- The standards of our service in accordance with current accepted good practice will be constantly maintained.
- The health, safety and welfare of all is promoted and protected.

**Step 4**

The complainant has the right to appeal in writing to the Clinical Director with 28 days of receiving the summary of findings to the address below:

OHI Ltd, Unit 1 Creamery Industrial Estate,  
Kenlis Road,  
Barnacre,  
PR1 3GD

**Step 5**

Should you feel dissatisfied with the responses of this organisation in resolving your complaint, feel free to write to:

The Commission for Social Care Inspection (CSCI)  
33 Greycoat Street,  
Westminster,  
London  
SW1P 2QF

Telephone: 0207979 2000

Fax: 0207979 2111