

# JENKINS HEALTH CARE

## *The Hollins Care Centre*

### *Complaints Procedure Guide*

#### **How to make a complaint**

Our aim is to provide you with the best possible standard of care, in homely pleasant surroundings. We welcome suggestions and constructive criticism about our service and facilities. We would like you to tell us if you have any complaints.

#### **Should I complain?**

You have the right to complain if anything goes wrong with the service you receive. We can only make things better if you tell us what is wrong.

#### **When should I complain?**

If you have a complaint, make it as soon as possible. Each Individual and their representatives are encouraged to seek advice and information from their senior staff members on matters that they do not understand.

We actively encourage our individual their representatives to speak up if they are unhappy with any aspect of the service provided.

It is hoped that any problems or concerns you have regarding your care or treatment can be dealt with immediately by your talking to the member of staff concerned.

If you are unhappy with the response you are given there is a trained nurse on duty 24 hours a day who will be available to speak to you, to try and resolve your complaint.

The Manager is also available regularly throughout the week if you wish to speak to her informally. If you do wish to complain formally about any of our services please ask to speak to the Manager. It would help if possible for you to write down any formal complaints, as this will help us to deal with it promptly. You may also ask to see Mr Ben Jenkins – Director/Responsible Individual

The person making the complaint will be informed of the outcome, and the action taken or to be taken (if any) within 14 days of the complaint being made.

If you are not satisfied with the explanation you may contact an inspection officer for the care homes.

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Are you happy with your care?

**Yes**                      **No**

If No talk to the staff concerned.

Are you satisfied that your complaint has been resolved?

**Yes**                      **No**

If No talk to the Nurse in care.

Are you satisfied that your complaint has been resolved?

**Yes**                      **No**

If No Talk to the Manager and/or complain in writing.

Are you satisfied that your complaint has been resolved?

**Yes**                      **No**

If No Ask to see the directors

Are you satisfied that your complaint has been resolved?

**Yes**                      **No**

If No write to an inspection officer and or complaints officer.

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## Useful Contact Details

Amanda Holden  
Hollins Park  
Registered Manager  
01639 635828

Karen Thomas  
Hollins Wood  
Registered Manager

Ms Carole Rice  
CIW  
Inspector Older People Care and Social Services Inspectorate Wales  
South West Region Government Buildings  
Picton Terrace  
Camarthan  
SA31 3BT  
T: 01267 245160

Complaints Officer  
Social Services Department  
Neath Port Talbot County Borough Council  
Civic Centre  
Port Talbot  
T: 01639763445

Complaints Officer  
ABMU  
Neath Locality Office  
Britannic House,  
Llandarcy  
Skewen,  
Neath  
T: 01792 326535

# JENKINS HEALTH CARE

## *The Hollins Care Centre*

Your Name	
Your Address	
Clients Name	
Name of Home	

Who are you complaining about?
What are you complaining about?
Brief description of the incident:
When did the incident happen?
What questions do you have?

What are your aims in making a complaint? (please tick all relevant boxes)

- An Apology
- An Explanation
- Action to put things right
- Other (please state)

You may use this form or if you prefer to write a letter to the manager. If you are complaining on behalf of someone else you will need his/her permission. There is also a complaints/comments book available for all to write in which helps us to resolve problems at an early stage.