

Cedar Lodge's Complaints Process

At Cedar Lodge, we encourage all forms of feedback. If our service has sadly not met your expectations, you can make a complaint via the steps outlined below.

STEP 1: First raise your concern with a care assistant – they may be able to resolve the issue on the spot and offer an apology.

STEP 2: If you don't feel you can raise your concern with the care team, please speak to the management team, who can usually be found in the Manager's office.

STEP 3: Once you have raised your concern, if you still feel the matter has not been addressed properly (or if you feel that it would not be appropriate to raise the matter informally), please tell the Registered Manager, Rupert, that you would like to make a formal complaint.

Rupert will assign a senior staff member to investigate your complaint. He will put your complaint in writing and also inform you of your rights to complain to the care regulator CQC at any time and give you their contact details. Any complaint will be investigated confidentially but may involve interviewing staff and any other individuals, with your permission.

Cedar Lodge will aim to complete its investigation into your complaint within 28 days. If that's not possible, the reason why will be explained to you. Once the investigation is complete, you will be given a written copy of our findings and will be kept in the loop as we action any recommendations that are outlined in the report. We will also arrange an appropriate apology. If you are then satisfied with the investigation and its actions, we will ask you to sign the report.

STEP 4: If you feel the investigation has not fully satisfied your complaint, you can then arrange a meeting with the directors of Cedar Lodge to discuss the matter.

STEP 5: If this meeting does not resolve your complaint, you can register a complaint with the Local Government and Social Care Ombudsman at <www.lgo.org.uk>

STEP 6: Finally, if you remain dissatisfied, you can provide feedback to the Care Quality Commission. They can be contacted via the details below:

Care Quality Commission. City Gate, Gallowgate, Newcastle upon Tyne NE1 4PA
<www.cqc.org.uk> Tel: 03000 616161