

<b>WELLCOME CARE HOMES LTD</b>	<b>Reviewed April 2020</b>
<b>COMPLAINTS PROCEDURE – Blaendyffryn Hall</b>	<b>Page 1 of 1</b>

Wellcome Care Homes are committed to operating at all times, and in everything that we do, to the highest standards of integrity.

We trust that all our service users will be satisfied with the quality of the care they receive. However, there may be occasions when a resident or their relative may wish to raise a concern, or make a formal complaint.

We want you to know that you should always feel free to raise your concerns. It is hoped that a discussion with the manager will resolve the issue. We may however need to carry out an investigation; if this is the case then we will contact you again within an agreed period with the result of our investigation and details of the action we intend to take.

In the first instance we would advise you to contact the Manager or Person in Charge. An initial response to the complaint will be given within 48 hours. Should further investigation be required, a final response will be given within 14 days.

If you still feel that the matter is not resolved, please contact the Manager, if you have not already done so, or the RI Mazhar Ali:

Lynette Collins  
 Blaendyffryn Hall Nursing Home  
 Horeb  
 Llandysul  
 SA44 4JA  
 Tel: 01559 362874

Mazhar Ali  
 23a Kenilworth Gardens  
 Hayes  
 Middlesex  
 UB4 0AY  
 Tel: 07427800000

You are also at liberty to contact your local Social Services Department:

Carmarthen County Council Commissioning Team  
 Third Floor  
 3 Spilman Street  
 Carmarthen  
 SA31 1LE  
 Tel: 01267 227674

Ceredigion County Council Commissioning Team  
 Canolfan Rheidol  
 Rhodfa Padarn  
 Llanbadarn Fawr  
 Aberystwyth.  
 SY23 3UE