

WELLCOME CARE HOMES LTD	Reviewed April 2020
COMPLAINTS PROCEDURE	Page 1 of 1

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 then feel that the matter is not resolved, the contact is the Manager

Karen Thomas
TryCelyn Court
New Bryngwyn Road
Newbridge
NP11 4NF
Tel 01494 246622
Karen.thomas@wellcomecarehomes.com

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

Social Services Department
Caerphilly County Council
Penallta House
Tredomen Park
Ystrad Mynach
Hengoed
CF82 7PG
Tel 01433 815588

If you are not satisfied that we have addressed your concerns the next step is to contact the CIW as follows:

CIW
South East Region
Welsh Government Office
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
Tel 0300 7900126