

|                             |                               |
|-----------------------------|-------------------------------|
| <b>WELLCOME CARE HOMES</b>  | <b>Reviewed</b><br>March 2026 |
| <b>POLICY ON COMPLAINTS</b> | <b>Page 1 of 3</b>            |

**Policy Statement**

Although most comments received by residents or their representatives show that they appreciate the care that they receive, we believe that if anyone wishes to make a complaint or raise a concern that they should find it easy to do so.

This policy is not designed to apportion blame, to prove negligence or to consider any compensation. We will, however, treat any complaint positively, welcoming the opportunity to learn and adapt in order to improve our practices and provide a better service.

At TryCelyn Court we believe that failure to listen or lack of acknowledgement of complaints may lead to further aggravation of a problem, dissatisfaction with our service and possible breaches of legislation.

We believe that most complaints, if dealt with at an early stage, openly and honestly can be resolved locally between the complainant and the home. If this fails, the complaint will be referred on to the home owner and / or CIW and legal advice sought.

**Aim of the Policy**

**This policy has been introduced to:**

- Ensure the ‘Complaints Procedure’ is properly and effectively implemented and that the residents feel confident that their concerns are listened to and acted upon promptly, fairly and sensitively.
- Promote good communication links between the residents and staff
- Help safeguard the welfare of our residents.

|                             |                               |
|-----------------------------|-------------------------------|
| <b>WELLCOME CARE HOMES</b>  | <b>Reviewed</b><br>March 2025 |
| <b>POLICY ON COMPLAINTS</b> | <b>Page 2 of 3</b>            |

**Goals**

The goals for the home are to ensure that:

- Residents or their representatives are aware of how to make a complaint
- Residents and their representatives will know who to address and complain to
- Each complaint received is acknowledged in writing within 5 working days.
- Each complaint received will be thoroughly investigated and responded to in writing in an appropriate timescale in line with the Complaints Procedure. Wellcome care Homes will endeavor to close the complaint with a satisfactory outcome for the complainant no later than 30 days after the complaint was raised.

**Additional Information.**

The named person with responsibility for dealing with complaints for the home is Karen Thomas, Manager

A copy of the complaints procedure is displayed on the wall in the front foyer. A recorded tape of the procedure can be made available upon request for those with visual impairment.

The complainant has the right at any time during the complaint process to contact CIW or any relevant authority responsible for arranging the care at Trecelyn.

The complainant may have access to an advocate to assist them in making a complaint using [Gwent access to advocacy on 0808 8010566](tel:08088010566) .

The manager will maintain a record form inspection of all complaints received, with details of the outcome of investigations and actions taken in response.

We recommend that any concerns are raised as soon after the event as possible to assist the investigation process.

\

|                             |                               |
|-----------------------------|-------------------------------|
| <b>WELLCOME CARE HOMES</b>  | <b>Reviewed</b><br>March 2025 |
| <b>POLICY ON COMPLAINTS</b> | <b>Page 3 of 3</b>            |

Complaints will be monitored on a regular basis through internal audit to facilitate learning, identify staff training needs and ways in which the service can be improved upon.