

Paxton Hall Care Home

COMPLAINTS PROCEDURE

In order to ensure a high standard of care, Paxton Hall encourages all its stakeholders to bring to our immediate attention any matter that is likely to impact adversely on the wellbeing of our residents and staff.

Any person with a complaint of whatever nature is requested to speak to Mrs Rosie Guyll-Simpson (the Manager) in the first instance. The Manager will investigate the complaint and report back to the complainant.

If the complaint is not resolved to the satisfaction of the complainant, they can either write or email Mr Zauhar Meghji, Director, Kelam Health Care Ltd, Sherwood House, 176 Northolt Road, South Harrow, Middx HA2 0NP. Email zm@kelam.co.uk.

All complaints will be dealt with promptly, within 28 days of receipt of the first complaint, and in strict confidence. The home's complaints procedure is available from the office.

In the unlikely event that the complaint remains unresolved at the end of this period, the complainant can contact the Local Government Ombudsman who provide an independent service and can be contacted at:

Tel: 0300 061 0614
Email: advice@lgo.org.uk
Website: www.lgo.org.uk

Our service is registered and regulated by the Care Quality Commission who can be contacted either by phone on 0300 061 6161 or through their website at www.cqc.org.uk.
