

WESTON CARE COMPLAINT PROCEDURE

What is a complaint?

Definition: “Any expression of dissatisfaction that needs a response.”

Our definition is: If the person contacting us thinks it is a complaint, then it is. On the other hand someone may make a comment that highlights a part of our service we could improve, and may not call it a complaint. The important thing is that we record it, and take the opportunity to improve our services

How Do We Deal With Your Complaint?

Stage 1.

Clients are able to advise any Weston Care representative that they wish to make a complaint. No matter how informal it may be, the representative will document the details on a complaint report form, and may ask specific information, which will assist any investigation. Alternatively you can download a copy of the complaints form from our website.

Stage 2.

The complaints report form will be passed on to the complaints officer who will send you a letter acknowledging your complaint within 24Hrs and ask you for further information. Our complaints officer will then investigate the complaint. This will involve taking statements.

Stage 3

You will receive a full reply to your complaint including the outcome of any investigation and intended action within 14 working days of receipt of the complaint. If an investigation takes longer than 14days you should expect regular updates which may be in writing or telephone.

What if you are not happy with the outcome?

When you are not happy with the outcome, you should inform us immediately. Our officer will be at hand to arrange a review of your complaint with relevant managers, you will receive a full reply within 14working days of receiving your letter

If you are still not happy with the outcome please do not hesitate to write back to the complaints officer within one month. Your complaint will then be referred to the company director for a final review.