

Our Complaints Policy

We invite and welcome feedback from you as a means of improving the service that we offer, this includes any concerns or complaints that you may have.

Concerns and complaints should be brought to the attention of a team member as soon as possible. There is always a senior member of the care team or nurse on duty in all of our communities, as well as a manager on call who will be happy to ensure that concerns or complaints are addressed.

All complaints and concerns are logged, acknowledged, investigated and our intention is to respond to you within 14 days of receiving the complaint. In some cases, due to the complexity or availability of people required in an investigation, it may take us longer to respond in full. In these situations we will contact you and keep you informed of progress and expected timescales. However, if the complaint is not resolved or you wish to discuss further, please do not hesitate to contact the General Manager.

If you feel it necessary to escalate your complaint at any stage please write to the Regional Director of Operations, Sunrise Senior Living Limited, Sunrise House, Post Office Lane, Beaconsfield, Buckinghamshire, HP9 1FN and your complaint will be reviewed and/or investigated by a senior officer. If after this your complaint is still unresolved please write to the Chief Executive Officer at the same address.

You also have the right to take the complaint externally:

- Residents whose care is funded fully or partially by the local council may complain to their local Social Services department.
- Residents in receipt of nursing care may complain to the Clinical Commissioning Group funding their care.

If after exhausting the company policy on complaints you are not fully satisfied with the outcome of an internal investigation, you have the right to refer the complaint to the Local Government and Social Care Ombudsman and request that it be reviewed:

Local Government and Social Care Ombudsman

PO Box 4771

Coventry

CV4 0EH

www.lgo.org.uk

Telephone: 0300 061 0614

Residential, nursing and
dementia care homes

