Not happy? Tell us.

How to make a complaint at The Shrubbery



If you are **not happy** with something at The Shrubbery, please tell us.



You will **not** get into trouble for telling us. Your care will **not** change.



A family member, friend or advocate can **help you** or tell us for you.

1. Who to tell



Tell **any member of staff**, or the manager, **Jodie Hale**.

2. How to tell us



Talk to us at the home.



Phone: 0121 556 8899



Email: enquiries@winchester-care.co.uk
Or write to: The Manager, The Shrubbery, 33 Wood Green Road, Wednesbury WS10 9QL

3. What we will do

We will tell you we have got your complaint within **3 working days**.

We will look into it and write to you within **28 days**. If it will take longer, we will tell you why.

We will tell you what we found and what we are doing about it.

4. Still not happy?

Local Government and Social Care Ombudsman
Phone: 0300 061 0614
Website: www.lgo.org.uk

Sandwell Council (if the council pays for your care)
Phone: 0121 569 7867
Email: customer_services@sandwell.gov.uk
Write: Customer Feedback Team, Sandwell Council, Roway Lane, Oldbury B69 3ES

Care Quality Commission (CQC) – you can tell them about your care at any time.
Phone: 03000 616161
Website: www.cqc.org.uk

Aa

You can have this leaflet in **bigger print** or **another language**. Just ask a member of staff.

All our family leaflets
Scan with your phone camera, or visit winchester-care.co.uk/families

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