When things go wrong

Being open and honest with you (duty of candour)

We will always be **open and honest** with you, even when things go wrong.

If something goes wrong

A **senior member of staff** will tell you what happened, as soon as we can. We will use plain words.

We will say **sorry**.

We will tell you what we are doing about it, and how we will stop it happening again.

We will **write to you** to confirm what we told you, and send you the results of any checks we make.

A family member, friend or advocate can be with you when we talk.

Still worried?

You can always make a complaint. Ask for our **Not happy? Tell us** leaflet.

Winchester Care Limited · The Shrubbery, 33 Wood Green Road, Wednesbury WS10 9QL · 0121 556 8899 · November 2026

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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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