

HOW TO COMPLAIN IF YOU ARE NOT HAPPY



**If you are not happy with anything whilst living here please tell one of the staff.
We will try our very best to sort this out for you.**

You can talk to:

- Any staff member
- The Home Manager or Regional Director
- Your family or friends
- A social worker
- Any professional that may come and visit you
- Anyone else you trust

If you are still not happy, you can ask to talk or write to:

Head of Quality and Compliance

Advinia Healthcare Limited,
Gateway House 1st Floor,
324 Regents Park Road,
London, N3 2LN

Tel: 0208 371 7810

Chief Operating Officer

Advinia Healthcare Limited,
Gateway House 1st Floor,
324 Regents Park Road,
London, N3 2LN

Tel: 0208 371 7810

If you are still unhappy you can contact:

The Parliamentary and Health Service Ombudsman

(NHS funded Residents)

Millbank Tower
Millbank, London, SW1P 4QP
Tel: 0345 015 4033
Fax: 0300 061 4000

<https://www.ombudsman.org.uk/>

The Local Government Ombudsman *(Private and Local Authority Residents)*

The Local Government Ombudsman
PO Box 771
Coventry, CV4 0EH
Tel: 0300 0610614
Fax: 024 7682 0001

www.lgo.org.uk/adult-social-care

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