

COMPLAINTS PROCEDURE

We take complaints about our work, staff and levels of service very seriously. If you are not satisfied, please follow the process for raising a formal complaint.

How to make a complaint

If you want to speak to someone about a complaint, you can call our office on 0191 487 1040 (lines are open 9:00am to 5:00pm Monday to Friday, excluding bank holidays), where we will try to resolve the issue if we can.

If you prefer to put your complaint in writing, please in the first place, write to the person who handled your query or case.

If you are still not satisfied, ask for your complaint to be dealt with by an alternative member of senior staff. Write to:

Janet Patterson, Director of Nursing, Black and Banton, C4 Kingfisher House, Kingsway North, Team Valley Trading Estate, Gateshead, NE11 0JQ. Or:

- Telephone: 0191 487 1040
- Fax : 0191 487 5431
- Email: janet.patterson@blackandbantton.co.uk

What information we'll need from you

We will need:

- a clear, detailed description of what your complaint is about
- copies of any letters or emails related to the complaint
- your email address or postal address (so we can reply)

What happens next

When you've made your complaint, we will:

- send an email to let you know that we've received it (as long as you've provided a valid email address)
- investigate your complaint
- give you a response to the complaint as soon as possible and within 20 working days. If our investigation will take longer than 20 working days, we will tell you and keep you updated on progress.