

Complaints handling process for customers and owners at Lynwood Village

We welcome all forms of feedback from our customers and owners, whether positive or negative. We treat all feedback seriously, review it, and use it to promote continuous improvement in our services.

Please feel free to speak to any member of staff about any concerns at any time. You may also raise any concerns through the Owners Forum. Alternatively, or in addition, please write to the Independent Living Manager in the first instance. We will then handle your complaint according to the following procedure:

- We will deal with written complaints in a speedy, responsive, accessible and user-friendly way.
- The complaint should in the first instance be addressed to the Independent Living Manager who will acknowledge receipt of the complaint in writing within 2 working days. An initial response will be provided in writing within 7 calendar days of the acknowledgement.
- If you inform the Independent Living Manager that you are not satisfied with our first response, we will escalate it to the Head of Village Services who will provide a further response in writing within 7 calendar days of receiving the complaint.
- If you inform the Head of Village Services that you are not satisfied with our response, we will escalate it to the Care Services Director, who will provide our final decision in writing within a further 14 calendar days of receiving the escalated complaint, unless we have previously agreed a later deadline with you.
- If you advise us that you are not satisfied with our response at any stage, you will not need to restate your case or explain your reasons but may do so if you wish. Our escalation procedure simply ensures an independent review. Our Head of Village Services or Care Services Director may also call or visit you to discuss the matter.
- We will cooperate in the same way with an intermediary acting on your behalf.
- We will not discriminate against anyone who makes a complaint. If the complainant behaves inappropriately in making a complaint we will seek to manage that behaviour as necessary, while treating the complaint like any other.

<p>Owners' Forum Please speak to a representative from the Owners Forum. Contact details can be found on the Owners Forum noticeboard.</p>	<p>Louise Cox Independent Living Manager Cedar Lodge Lynwood Village Rise Road Ascot Berkshire SL5 0FG Email: louise.cox@ben.org.uk</p>
<p>Head of Village Services; Kevin Young Cedar Lodge Lynwood Village Rise Road Ascot Berkshire SL5 0FG Email: kevin.young@ben.org.uk</p>	<p>Care Services Director; Stephen Robinson Ben Head Office Lynwood Court Rise Road Ascot Berkshire SL5 0AJ Email: stephen.robinson@ben.org.uk</p>



If you are not satisfied with our final decision, or we fail to provide it by the relevant deadline, you may refer your complaint to the Housing Ombudsman Service.

Housing Ombudsman Service
PO Box 152
Liverpool L33 7WQ

Telephone: 0300 111 3000
Email: info@housing-ombudsman.org.uk
Web: www.housing-ombudsman.org.uk

Unresolved complaints regarding care provided by Lynwood Home Care or Lynwood Court Care Centre are not dealt with by the Housing Ombudsman Service but should be referred instead to the Local Government & Social Care Ombudsman. Telephone: 0300 061 0614.

We will co-operate fully with the relevant Ombudsman during any investigation and comply fully with the resulting decision, which will be binding on us.