

Tenant's Complaints Policy

N-Vision as agents have licensed condition which we must abide by, and any failures to abide by the Housing Ombudsman codes could put our license at risk. One of the license conditions requires us as the Landlord to have a written procedure in place to deal with any complaints raised by our residents. We aim to deal with any complaints in a timely fashion and work with the resident to resolve the complaint. This procedure will highlight how to make a complaint and to whom.

We at N-Vision are committed to dealing effectively with any complaints you have about our service. If we have made a mistake we will apologise and try to put things right. We review complaints regularly. Wherever possible, we will use this information to improve the way we do things. We also welcome comments and compliments about the service we have provided.

How to contact N-Vision.

We want it to be simple and convenient for you to raise a complaint, make a comment or pay us a compliment.

To contact us:

- Call the Duty Office on 01253 403091
- Email: careservicesmanager@nvision-nw.co.uk
- Write to: Care Services Manager, Princess Alexandra Care Home, 23 Bosworth Place, FY4 1SH

What can you expect from us when you make a complaint?

If we receive a complaint from you, we will do all that we can to help you and we will try to find a solution to any problems you have brought to our attention. We will ensure that:

- Your complaint is acknowledged within 3 working days of the date it is received
- We will aim to resolve the complaint within 30 days – if your complaint is more complex, we may need more time

We will respect your right to confidentiality and privacy and we will treat you fairly and in accordance with our commitment to equality.

If you are asking for a service for the first time you should give us time to put things right. If you are not happy with our response then we will treat it as a complaint.

The person who is investigating your concerns will firstly aim to establish the facts. In some instances, we may ask to meet you to discuss your concerns.

Outcome

Following our investigation, we will let you know what we have found and we will use your preferred form of communication, such as letter or email, when we contact you. We will explain how and why we came to our conclusions.

If we find that we have done something wrong, we will tell you this, explain what happened and apologise. If we find there is a fault in our systems or the way we do things, we will tell you what it is and how we plan to change things to stop it happening again.

Putting things right

If there is a simple solution to your problem, we may ask you to accept this solution. For example, where you are asked for a service and we see straight away that you have had it; we will offer to provide the service rather than continue to investigate.

Staff Training

We will make sure that our staff are trained to handle complaints effectively and receive appropriate training in the use of the Complaints Policy.

Complaint Management Process

The process for resolving matters which have not been addressed to your satisfaction within the agreed timescales or expectations is set out below:

Stage 1 – Making your complaint

Please set out the details of your complaint in writing by contacting the Care Service Manager by e mail, letter or phone.

Email: careservicesmanger@nvision-nw.co.uk

Address: Princess Alexandra Care Home, 23 Bosworth Place, Blackpool, FY4 1SH

Telephone number: 01253 362691

Include as much detail as possible, including dates, names of any members of staff you have dealt with, and where you are able to enclosing/attaching any supporting evidence.

Stage 2 – Our acknowledgement

Your complaint will be acknowledged and you will receive a response within 3 working days of us receiving your complaint.

Stage 3 – Our investigation

Your complaint will be investigated and our Care Services Manager will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate.

Timescale: within 30 days of receiving your complaint

Stage 4 – Final viewpoint

If you remain dissatisfied, you should contact us again and we will conduct a separate review to be undertaken by Maria Kirkland our Chief Executive. This will outline our final viewpoint on the matter.

Date: 03/12/2025 (to be reviewed annually)