



The Link Nursing & Care Agency Ltd, Pondwick House, Lutterworth Close, Bracknell, Berks RG42 2NW
Tel: 01344 488 155 Fax: 01344 303 669
email@linknursing.com

How to Make a complaint about our service

The aim of this procedure is to ensure that complaints are investigated fully and immediately.

If you have any concerns or complaints please notify the Agency Manager by writing a letter in your own words, completing the attached Complaint Form, or telephoning. Please include your name and address, the nature of the complaint, in as much detail as possible, and your signature. Please address your correspondence to the Registered Manager Mrs Sohila Mostofi.

Please send your complaint within twelve months of the incident you are complaining about. All complaints will be acknowledged within three working days of receipt of a complaint Form.

If a complaint is made against an individual working for this agency, details of the complaint will be made available to the relevant employee.

You will be kept informed of all stages of the investigation. The outcome of the investigation will be discussed with you within three months of us receiving the complaint.

We urge all our service users and staff to discuss any concerns and problems in order to provide a happy and professional working environment.

If the complaint is still not dealt with to your satisfaction, you may contact Care Quality Commission (CQC) at the following address.

Care Quality Commission

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Tel: 03000 616161

Fax: 03000 616171

Email: Enquiries.southeast@cqc.org.uk

The CQC will not independently review the detail of any complaints but your complaint will inform them about the quality of the service and how well it meets the needs of those who use it.