



**CAMPDEN HOME NURSING CIO**  
**COMPLAINTS PROCEDURE**

It is the policy of Campden Home Nursing to provide the highest standard of care as should be expected from professional registered nurses.

Accordingly, clients and recipients of care from Campden Home Nursing have a right to have any complaint investigated and to receive a full and prompt reply.

This reply will be either in the form of a telephone call or a letter, within three working days, to acknowledge that the complaint has been received.

All formal complaints must be in written form and should be sent in the first instance to:

Helen Makaritis  
General Manager  
Campden Home Nursing CIO  
Camperdene Gallery  
High Street, Chipping Campden.  
GL55 6AT  
Email: [office@campdenhomenursing.org](mailto:office@campdenhomenursing.org)  
Tel: 01386 840505

The complaint will be investigated thoroughly within the period of 28 days. If the complaint involves a Campden Nurse, a member of staff or a volunteer then the appropriate action will be taken. At all stages of the complaint's procedure, the complainee will be kept fully informed, in writing, of any actions or decisions that have been made.

If following this, the complainee remains dissatisfied with the outcome, then their complaint should then be addressed to:

Local Government Ombudsman

Tel: 0300 061 0614

[www.lgo.org.uk](http://www.lgo.org.uk)

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