

Feedback Policy

Orchard House Care Home

Grosvenor Road, Mablethorpe, LN12 1EL

Our Commitment to Feedback

At Orchard House Care Home, we welcome all feedback — whether a complaint, suggestion, or compliment. Your views are important to us and help us continuously improve the care and support we provide. We treat everyone with dignity, respect, and compassion throughout this process, and we will never reduce or withdraw services because someone makes a complaint in good faith.

Complaints

Who Can Complain?

Anyone affected by our services can raise a complaint — including service users, family members, advocates, or representatives acting with consent or on behalf of someone unable to represent themselves.

How to Make a Complaint

Complaints can be made in the following ways:

- In person
- By phone
- In writing
- Through a member of staff
- Through an advocate or representative

Contact Us

Orchard House Care Home, Grosvenor Road, Mablethorpe, LN12 1EL

☐ 01507 472203

☐ info@revivecare.co.uk

What Happens Next?

- We will formally acknowledge your complaint within 3 working days.
- We aim to complete all investigations within 28 working days.
- You will receive a written response outlining our findings, any action taken, and your options if you remain dissatisfied.

Time Limits

Complaints should be made within 12 months of the incident, though we may consider exceptions where there is good reason for delay.

Anonymous Complaints

Anonymous complaints are accepted and treated in the same way as named complaints.

Compliments

We love hearing when things go well. Compliments are shared with our staff and celebrated as part of our commitment to recognising great care. You can share a compliment the same way you would make a complaint — in person, by phone, or in writing.

Suggestions

Suggestions for improvement are always welcome and can be made verbally or in writing to any member of staff or the Registered Manager. All suggestions are documented and considered carefully.

Accessibility

This policy is available in alternative formats including:

- Audio
- Large print
- Easy-read versions
- Multiple languages

We can also help arrange an independent advocate if you need support making a complaint. Please ask a member of staff for assistance.