

To ensure that the service we provide matches your needs and expectations we would welcome any comments you may care to make. We need to understand if we have disappointed you in any way to enable us to improve our system.

If you wish to complain about any aspect of the service you have received for Prestige Nursing please be assured that we will treat the matter seriously. Please follow the steps outlined below:

1. If possible discuss the problem with your local Branch Manager, who will do their best to resolve the problem quickly to your satisfaction.
2. If you feel unable to discuss the problem with your Branch Manager, or they are unable to resolve the problem, you should contact the Regional Manager who is responsible for your area – this information can be obtained via the Branch Manager or from the Human Resources Manager at Head Office.
3. If at any stage you are unhappy with the way in which your complaint is being dealt with you should contact the Human Resources Department at Head Office who will investigate the matter:

Human Resources Department
Prestige Nursing
Greenview House
5 Manor Road
Wallington
Surrey SM6 0BW
Telephone: 020 8254 7500

You may also wish to contact:
Commission for Social Care Inspection

Telephone:

4. On receipt of your complaint we will send an acknowledgement in writing within 2 working days, giving you an indication of the expected time-scales needed to resolve the issue. As we will need to consider and investigate the fully, it may take some time before we can respond in detail but this will be within 20 days.
5. You will be notified of our investigation, finding and action taken as a result of the complaint.
6. Once the findings have been reported back to you, if you remain dissatisfied you will be advised that you may contact the area registration authority. You are entitled to use their complaints procedure at any time – either in place, or as well as, Prestige's procedure. You may do either from the outset of the complaint process or at any point thereafter.
7. If you are still dissatisfied you may wish to implement the appeals stage of our procedure or that of the Registered Authority.
8. Prestige Nursing will endeavour to aid local Registration Authorities with any investigation and related issues regarding complaints involving the company.