



CARE HOMES OF DISTINCTION LTD
....we do care

POLICY AND PROCEDURE ON COMPLAINTS

We are writing to advise you that we are required to inform you of our Complaints Procedure. If you have any reasons for complaint, in the first instance you should bring this either verbally or in writing to the Manager of the Home. If you are not satisfied that the complaint is being dealt with properly, then you should bring this to the notice of the Registered Provider (Director) verbally or in writing.

The details are as follows: Ms. Janel Pagulayan
Woodside View, 2 Highview Caterham,
Surrey CR3 6AY

Direct Telephone No: 01883 346313
Email: manager@carehomesofdistinction.com

The Manager / Proprietor (the Registered Provider) shall within 28 days of the complaint being made, inform the person who made the complaint in writing of the action (if any) that was/is to be taken.

You may, however, at any time have recourse directly to the Local Authority or the Local Government and Social Care Ombudsman. Their contact details, address and telephone number are given below:

<u>Local Authority</u> Surrey County Council Reigate and Banstead Social Services Town Hall Castlefield Road Reigate, Surrey, RH2 0SH Tel: 01737 276 794	<u>Local Government and Social Care Ombudsman</u> Tel: 0300 061 0614 Web Site: www.lgo.org.uk
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Although the Care Quality Commission (CQC) do not deal with individual complaints, they do however welcome general feedback about care services.

Care Quality Commission (CQC)

Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161
Email: enquiries@cqc.org.uk

Reviewed – July 2026

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