



Acton Care Centre

How to Complain and Discuss your Concerns

We do try our best at all times for all our resident patients, their families, their friends and our staff but sometimes we may get it wrong. To help us to resolve any difficulties you may have please speak to the nurse in charge of the shift at the time of your concern.

If you are not satisfied with the result please contact the Senior Nurse of the Unit and ask for a meeting.

Oaks Unit	020 8896 5601
Park Unit	020 8896 5602
Westerly Unit	020 8896 5603
Garden Unit	020 8896 5604
Donald Sword Unit	020 8896 5605

If the Senior Nurse cannot resolve the concern to your satisfaction please immediately contact

The Clinical Director

Mrs Julie Bignell

Tele: 020 8896 5619 or Ext 402

or

The General Manager

Mrs Mary McLaren

Tele: 020 8896 5600.

Chairman - Vintage Care Limited

Mr John Foxall

Ealing Gateway

26-30 Uxbridge Road

Ealing, London

W5 2AU

Tele: 020 8832 3261

You may wish to contact our regulatory body – The Care Quality Commission

Mrs Clare Henderson-Roe

Regulatory Inspector

Care Quality Commission - London Region

Citygate, Gallowgate

Newcastle upon Tyne

NE1 4PA

Tele: 03000 616161

Fax: 03000 616172

All our patients who are funded by the NHS are able to access the NHS Complaints Procedure and they or their relatives can obtain advice from reception on pursuing this process.