



The 1150 Club

Complaints Procedure

At The 1150 Club, we pride ourselves on delivering the very highest standards of hospitality, wellbeing and care. If you have concerns or wish to make a complaint, please let us know so that we can resolve the matter quickly and fairly.

How to tell us about problems

- Speak to your Club Manager directly
- Contact Petra Ionescu, Director of Care and Quality
 - **Email:** petra.ionescu@lovedayandco.com
 - **Write to us at:**
The 1150 Club
c/o Loveday and Co,
69-79 Fulham High St,
London SW6 3JW

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate fully.

We will formally acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it. We will keep you informed about the progress of the investigation. We aim to have all complaints finalised within 28 working days unless we agree a different time scale with you. When we have fully investigated, we will arrange to meet with you to discuss the outcome, and write to you with:

- Details of the findings
- Any action we have taken
- Our proposals to resolve your complaint

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Local Government and Social Care Ombudsman and ask for it to be reviewed. The Local Government and Social Care Ombudsman provide a free independent service.

You can contact them at:

The Local Government and Social Care,
Ombudsman PO Box 4771,
Coventry CV4 0EH
Tel: 0300 061 0614
Email: advice@lgo.org.uk



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Website: www.lgo.org.uk
Complaint form: www.lgo.org.uk/complaint-form

The Ombudsman will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.

The services of The 1150 Club (Loveday Esher) are registered with, and regulated by, the Care Quality Commission. The CQC cannot get involved in individual complaints about providers but is happy to receive information about services at any time.

You can contact the CQC at:

Care Quality Commission National
Correspondence Care Quality Commission (CQC),
National Correspondence Citygate,
Gallowgate, Newcastle upon Tyne, NE1 4PA

Tel: 03000 616161

Website: www.cqc.org.uk

The 1150 Club, Upper Court, Portsmouth Rd, Esher KT10 9JH
01372 851300 | info@the1150club.com

Company Registration No: 15996783 Registered address: Loveday & Co, 69-79 Fulham High Street, London SW6 3JW