

Dear **Code A**

Thank you for sharing your information with the Care Quality Commission (CQC). Our purpose is to make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve. Our role is to monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and we publish what we find including performance ratings to help people choose care.

CQC's role does not include investigating individual complaints and neither do we have the power to take up your individual complaint about the service directly with the provider. If you are unhappy with the quality of care provided to you then you should contact the service in the first instance. By law all services must have a complaints procedure and they must make it available to people who use the service and their representatives. At this stage the provider should try to resolve the matter themselves and put things right.

In the meantime we have passed your information to Yasmin Rahmin, the Compliance Inspector for the location. They may contact you directly if they require any further information.

If you wish to share any additional or new information please contact us:

CQC National Customer Service Centre  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Tel: Telephone: 03000 616161

Fax: 03000 616171

Online Form: <http://www.cqc.org.uk/contact-us>

Thank y...