

## **H&H CARE HOMES LTD**

### **COMPLAINTS PROCEDURE AND CONTACTS**

Where you consider it necessary to register a formal complaint with the company or other authorities, you may contact the relevant personnel as shows below.

Annette McConnachie, Home Manager, 0141 840 1110

On receipt of a written complaint, Home Manager will acknowledge within two working days and confirm that the matter will be investigated, and a response will be sent within twenty-eight working days.

A copy of the complaint will be forwarded to:

Rishi Sodha, Care Manager for H&H Care Homes Ltd

Should you wish to complain directly to the Care Manager (Rishi Sodha) or Company Director (Bharat Sodha) this can be sent to:

H&H Care Homes Ltd, 3<sup>rd</sup> Floor, Westbury House, 23-25 Bridge Street, Pinner, Middlesex, HA5 3HR

### **REGISTRATION AND INSPECTION AUTHORITIES**

Gloria McLoughlin  
Care Inspectorate  
1 Smithhills Street  
Paisley  
PA1 1EB

#### **LOCAL AUTHORITY & PERFORMANCE REVIEW TEAM**

Alistair Stewart  
Review & Performance Manager  
Review & Performance Team  
3<sup>rd</sup> Floor Renfrewshire House  
Cotton Street  
Paisley  
PA1 1TZ