

alleged abuse, then the manager will refer the matter immediately to the local safeguarding authority who will then call a strategy meeting to decide on the actions to be take.

The Care Quality Commission (CQC) may also be contacted about complaints and comments. The care provider makes its users aware that the CQC does not investigate any complaint directly, but it welcomes hearing about any concerns. The care providers also sends CQC any information about complaints requested or required as part of CQC's compliance reviewing policy.

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