

Complaints and Compliments Procedure

The organisation takes all complaints seriously, and will investigate them fully before taking any action.

Our complaints procedure takes into account the needs of service users and care staff.

The complaint should be done directly with the manager or the complaints team.

All reported complaints either verbal or written will be acknowledged within seven working days. Every effort will be made to resolve the complaint and to provide a full response to the complainant within twenty eight days.

A record must be kept of all complaints, investigations and subsequent actions. This should be impartial and accurate.

The complaints record form provides a format for the recording of complaints and subsequent investigations and action, and should be used in all cases.

Investigations should be thorough, impartial, and where appropriate take account of all the people involved.

Conclusions should never be reached before hearing an independent account from everyone present at any incident.

Where any subsequent action is deemed necessary, the manager's advice and consent should be given if the complaint involves any member of staff, if the policies of the organisations are affected, or if a second opinion or advice is required for any other reason.

If the manager on duty is unable to investigate a complaint, either because of its seriousness or any other reason, then the registered manager should be informed and they will carry out the investigation.

Note: The current regulations require the organisation to report incidents to the CQC. At any time during the investigation the complainant may contact the Care Quality Commission, the address and telephone number are at the bottom of the page.

If a complaint remains unresolved, then we expect you to pass the complaint on to the Care Quality Commission, but this should not usually occur until internal procedures have been exhausted without reaching a satisfactory conclusion.

The Care Quality Commission (CQC) will follow their own Complaints Procedure.

Care Quality Commission

Citygate

Gallowgate

Newcastle Upon Tyne

NE1 4PA

Tel: 03000 616161

Fax : 0300616171

Email: enquiries@cqc.org.uk

Compliments:

If a written compliment is received about a specific care worker, a copy will be passed onto the worker and a copy kept with the workers employment records. The original is kept in the compliments portfolio.

If a verbal compliment is received about a specific care worker, this will be passed onto the worker by their manager and a note made on their employment records.

If a written compliment is received about the organisation, this will be kept in the compliments portfolio.

We may on occasion ask if we can use your comments or complaints for our website or publicity use. This would only be used in agreement of the service user and/or their chosen representative, which is done in accordance of the Data Protection Act.