
CASTLE HOUSE CARE HOME

Complaints Policy

Aim

The aim of the organisation is to ensure that its complaints procedure is well publicised and fairly applied and that complaints are dealt with promptly, efficiently and properly in all cases.
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Background

This organisation prides itself on the high quality of the services that it provides and our aim is to maintain our standards as consistently as we can and to rarely have complaints. However, the organisation accepts that it is the fundamental right of service users, their families or friends or representatives, to complain about the services they are receiving if they feel unhappy with them. The organisation accepts that complaints do happen from time to time and that it is an important part in the running of any service to listen to the feedback from service users, to investigate and admit when things do go wrong and to learn from mistakes so that they are not made again.

The organisation therefore welcomes complaints and views them as an opportunity to learn and to improve. The organisation believes that a failure to listen to or acknowledge a complaint can lead to problems getting worse and a breakdown in relationships.

The organisation believes that it is far better to deal with a complaint early, openly and honestly, for everyone's benefit.

This organisation understands the importance of having an effective system in place for identifying, receiving, handling and responding appropriately to complaints and comments made by service users, or persons acting on their behalf.

Policy

In this organisation:

General principals are that:

- Every complaint will be welcomed and taken seriously.
- The service encourages and supports a culture of openness that ensures any comment or complaint is listened to and acted on.
- The organisation requires that a full record of each complaint is logged in line with the service's procedures.
- All complaints will be treated entirely confidentially.
- A complaint can be made verbally, in sign language or in writing, whatever is easiest or most comfortable for a complainant.
- A complaint can be made at any time to any member of staff.
- All staff will be trained to accept complaints and to deal with them according to this policy.
- All service users should be helped to complain if they require assistance, including those who may have sensory disabilities or special needs or those who may require an independent advocate to speak for them.
- Every complaint should be recorded in the organisations complaints book located at Reception
- Making a complaint will not cause a service user to be discriminated against or have any negative effect on their care, treatment or support.

In the case of verbal complaints:

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- A verbal complaint can be made to any member of staff.
- Front-line staff who receive a verbal complaint should always welcome the complaint and seek to resolve the problem immediately.
- If staff cannot resolve the problem immediately then they should offer to get a senior member of staff or manager to deal with the problem.
- After discussing the problem the member of staff, or the manager, should suggest a course of action to resolve the complaint.
- If the course of action is acceptable then the agreement will be clarified and any follow-up action, such as a confirmation letter or a further meeting, agreed.
- If the course of action is not acceptable then the complainant should be asked to put their complaint in writing.

In the case of written complaints:

- A written complaint will be acknowledged in writing within two working days.
- Written complaints will be dealt with by the manager or their deputy or, if the complaint relates to the manager, by the Quality and Compliance Manager.
- Every written complaint will be thoroughly investigated and a written response given within 28 days (Where a complaint is likely to take more than 28 days, in a particularly serious matter where legal advice is taken, for instance, the complainant will be notified of the delay and the reason for it).
- Our commitment is that all written complaints will be treated entirely confidentially and with tact and sensitivity. Details of a complaints investigation will however be recorded in a complaints book for recording and inspection purposes.
- Any decision made by the organisation will be fully explained. If a complaint is upheld then the organisation will apologise and suggest a plan by which the complaint can be resolved.

In cases where the complaint remains unresolved:

- The complaint will be referred to the Area and Compliance Manager, Mr. Martin Ledbury.
- r • Where a complainant remains unhappy with the outcome of the complaints process then they should discuss the matter with the Care Quality Commission (CQC).

Management duties

Managers and supervisors in the organisation have a duty to:

- Ensure that this policy is operated throughout the organisation at all times and to keep all aspects of it monitored and under review.
- Communicate this policy to employees, agency staff, volunteers and relevant others.
- Ensure that all staff are fully trained in dealing with complaints and are aware of the complaints policy and procedure.
- Ensure that all service users are given full details of the complaints procedure, in a form which is accessible and understandable to them, and have these details explained to them if they require it.
- Respond to all complaints according to this process, treating all complaints fairly and impartially and keeping complainants informed at all stages.
- Keep a documented audit trail of the steps taken and the decisions reached.
- Investigate all complaints fully.

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- Review the history of complaints on a regular basis to establish and investigate any trends or patterns which will contribute to the continuous quality improvement and assurance processes in the organisation.
- Ensure that the complaints procedure is regularly reviewed to ensure that it remains 'fit for purpose' and has any necessary improvements made – all such reviews should include feedback and involvement from service users and their families.
- Provide training and guidance as appropriate and to ensure the attendance of staff, including training on induction and management courses covering respect for service users and the complaints procedures.

Staff duties

Staff in this organisation have a duty to:

- Respect service users privacy and dignity at all times and treat service users with sensitivity, respect and thoughtfulness.
- Respond to all verbal complaints in a friendly, reasonable and professional manner according to this policy, welcoming the complaint and suggesting a way to resolve the problem, offering to refer the complaint to a senior member of staff or manager if required.
- Advise service users and their families and representatives about the complaints procedure.
- Keep information about service users confidential and never discuss private or personal issues with a service user in public or gossip about service users.

Applicability and scope

This policy applies to all staff, service users, visitors, volunteers and contractors without exception. All staff at the organisation have responsibility for ensuring that they work within the remit of this policy and in the manner in which they have been trained.

Responsibilities

Responsibility for the implementation, monitoring and review of this policy lies with the management of the organisation.

Signed:	Dated:.....
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Policy reference number and version: CGP

Reviewed date: SEPTEMBER 2022

Next review date: SEPTEMBER 2024