

Heritage Care at Home Ltd (HCH) Complaints Policy

Policy reviewed and valid from: 01/01/20



Introduction

The Policy of Heritage Care at Home Ltd (HCH) accepts the rights of Customers to register concerns and to sometimes complain about the services received. The procedure needs to be uncomplicated for all to use. Complaints are not seen as negative issues as they are welcomed as opportunities to learn, improve and adapt a service to be better.

This policy is intended to ensure that complaints are dealt with in a proper manner and that all are taken seriously. It is not to apportion blame, to consider the possibility of negligence or to provide compensation.

We believe that failure to listen to or acknowledge complaints or comments can lead to agitation and aggravation of problems customer dissatisfaction and possible litigation. We do believe that if complaints are dealt with early, openly and honestly it can be sorted out between Heritage Care at Home Ltd (HCH) and the complainant. It is hoped that that most complaints can be dealt with on a local level between the complainant and our management team. However, if either party is not satisfied by a local process then the next step would be to refer the matter to the Commission for Social Care who will investigate. Heritage Care at Home Ltd (HCH) also understands the right of complainants to approach Care Quality Commission directly especially if the complaint involves alleged abuse.

The Data Protection principles

Heritage Care at Home Ltd (HCH) aims to ensure that its complaints procedure is properly and effectively implemented and those Customers feel confident that their complaints and concerns are listened to and acted upon promptly and fairly. It has specific aims to ensure that:

- Customers, carers, families and representatives are at all times aware how to complain and that Heritage Care at Home Ltd (HCH) provides an easy to use way for them to register their complaints
- A named person will be responsible for the administration of the procedure
- Each written complaint will be acknowledged within 48hrs of being received
- All complaints will be investigated and responded to within 10 working days of being received
- Heritage Care at Home Ltd (HCH) will contact Social Services to inform them of any complaints
- All complaints will be dealt with promptly, fairly and in a sensitive manner with due regard to the upset and worry that they can cause to both staff and Customers concerned

Responsibilities

The named persons responsible for following through complaints for Heritage Care at Home Ltd (HCH) will be Karen Jefferson and Pat Smith. In addition to this The Care Quality Commission contact details are:

Care Quality Commission

Eastern

Citygate

Gallowgate

Newcastle-Upon-Tyne. NE1 4PA

Tel: 03000 616161

Fax: 03000 616171

Email: enquiries.eastern@cqc.org.uk

Complaints Procedure

- All verbal complaints received by Heritage Care at Home Ltd (HCH) no matter how seemingly unimportant or small must be taken seriously.
- All front line staff who receives a verbal complaint will be expected to seek a solution to resolve the problem immediately. If, however, they cannot resolve the problem immediately then they should get their line manager to deal with the problem.
- Staff will always be expected to deal with the problem whilst remaining polite, courteous, sympathetic and in a professional manner. All staff are taught that there is nothing to be gained by adopting a defensive or aggressive attitude. At all times staff are encouraged to remain calm and respectful
- Staff should not accept blame, make excuses or blame other staff
- If a complaint is being made on behalf of the customer by an advocate, it must first be verified that the person has permission to speak for the customer especially if confidential information is involved (it is easy to assume that the advocate has the right or even the power to act for somebody else when in fact they are not). If in any doubt then it needs to be assumed that the customer's explicit permission is needed prior to discussing the complaint with the advocate.
- Following the problem being talked through, the manager or staff member dealing with the complaint will suggest a course of action to resolve the complaint. If this action is found to be acceptable then the member of staff should clarify the agreement with the complainant and agree a way in which the results of the complaint will be communicated to the complainant this would be by either another meeting or a letter.
- However, if the course of action is not acceptable to the complainant then the member of staff / manager will ask the complainant to put the complaint in writing to the registered manager. It should be assured that the complainant has a copy of Heritage Care at Home Ltd's (HCH) complaints procedure if they do not already have one.
- Details of all verbal and written complaints must be recorded in the complaints folder and the customer's file. The folder is held in the Heritage Care at Home Ltd (HCH) office.

Serious or Written Complaints (preliminary steps)

When Heritage Care at Home Ltd (HCH) receives a written complaint it is then passed to the named complaints manager who will then record it in the complaints book and sends an acknowledgement letter within two working days to the complainant.

If required further details may be required from the complainant; if the written complaint has not been made by the customer but by an advocate, then consent from the customer must be obtained in writing, before entering into correspondence with the advocate.

Heritage Care at Home Ltd (HCH) will contact Social Services on receipt of any written or serious complaints.

Safeguarding

Any suspected abuse will be dealt with immediately, Heritage Care at Home Ltd (HCH) will report any abuse or suspected abuse to the Suffolk Safeguarding Team, through customer first following the Suffolk County Council guidelines. Heritage Care at Home Ltd (HCH) will report also to CQC all abuse or suspected abuse using the on line notification process at: www.cqc.org.uk. For further details relating to safeguarding please refer to our Safeguarding Policies, copies of which are available from Heritage Care at Home Ltd (HCH).