

BS Care Ltd.
Policy / Procedure No: 26
<b>COMPLAINTS</b>

## **POLICY**

The company policy is to ensure that all service users are aware of their right to complain and ensure that all complaints are dealt with quickly and effectively and are documented appropriately. The Registered Manager will comply with Local authority contract standards where the requirements to inform service users of the existence and accessibility of the Councils Comments, Compliments and Complaints Procedure is required.

## **SCOPE**

This policy and the related procedure applies to all company employees and Care / Support Workers.

Care Staff must respect the process of accountability and the necessity to always report issues of concern to their manager. Care workers must also be made aware of the company structure and how to access their manager. Staff may also refer to the Whistle Blowing Policy.

All Service users shall be made fully aware of the existence of the complaint procedure and what it means to them. All service users will be given a copy of the Service User Guide and the UKHCA recommended Complaint Procedure where access to the complaint procedure is documented.

All Service Users shall be encouraged to comment on the service they are receiving and shall not be made to feel that making a complaint is a difficult process, or that they should fear victimisation because of it.

In the event of a service user not wishing to make a complaint a person acting on their behalf is welcome to do so.

## **PROCEDURE**

The company procedure is to ensure that all service users are aware of their right to complain and ensure that all complaints are dealt with quickly and effectively and are documented appropriately.

The registered person shall, within the period of 28 days beginning on the date on which the complaint is made, or much shorter period as may be reasonable in the circumstances, inform the individual who made the complaint of the action (if any) that is to be taken in response.

The Registered Manager and their staff shall endeavour to resolve problems quickly, and to everyone's satisfaction, without them becoming subject to a formal complaint. These complaints are generally verbal and are recorded on the appropriate complaint logbook, service users file and/or the Care Worker file.

All issues that become subject to a formal complaint will be dealt with in regards to the internal procedure below:

### **Step 1:**

Service users will be encouraged to record their complaint in writing, which must be brought to the attention of the Registered Manager. If the complainant/service user is unable to make a written complaint then the Manager will arrange to visit the service user to take a written statement.

### **Step 2:**

On receipt of a verbal or a written complaint the Manager shall:  
 Begin the completion of the Progress Sheet for Complaints  
 Contact the service user concerned.

If appropriate contact the relatives, carers or care worker concerned.

Where serious allegations suggest a criminal offence may have been committed, the police may have to be informed.

Write to the service user/staff member within one week acknowledging receipt of the complaint, explaining the process of investigation and the time limit in which they will expect to receive a full reply.

### **Step 3**

During investigation, service users will be given the opportunity to be represented by family, friend or independent advocate, if necessary.

### **Step 4**

The manager will prepare a written report of the outcome of the investigation, with recommendations, which shall be filed and a summary provided to the service user.

The service user shall never feel victimised as a consequence of making a complaint.

### **Step 5**

If the Service User is not satisfied with the outcome of the investigation, they have the right to appeal to the Manager in writing within 7 days of receiving the outcome.

### **Step 6**

An appeal hearing will be arranged within 7 days of receipt of the written request for appeal. The complainant will have the right to be represented at the appeals by a relative, neighbour or independent advocate.

### **Step 7 (Appeal)**

If the Service User is still dissatisfied with the result of the complaint they will be informed that they can contact the Commission for Social Care Inspection.

BS Care Ltd is a member of the UKHCA and HDCA and is a registered provider with the Commission for Social Care Inspection, who can be contacted at;

CSCI Southampton (Hampshire) Area Office  
4<sup>th</sup> Floor  
Overline House  
Blechynnden Terrace  
Southampton  
SO15 1GW  
Telephone 023 8082 1300.

**If the Complaint is of a serious nature where allegations are made against a Care Worker it may be necessary to suspend or relocate that Care Worker pending inquiries.**

All documentation will be filed in the Complaints file and with a copy in the appropriate individuals file and will be held securely and confidentially.

### **MONITORING**

The Registered Manager reviews complaints and concerns on a monthly basis to ensure they are resolved satisfactorily and that any issues upon which we can do better in the future are put into place as part of our policy of continuous improvement.