



## Complaints POLICY AND PROCEDURE

**Purpose:** To outline the information and guidance for staff to follow on managing comments and complaints to the service.

**Policy:** Premier Homecare Services Ltd is committed to provide a high-quality service. When something goes wrong with our care, treatment or service provision, you need to know about this so that you can improve the care you provide. To achieve this Premier Homecare Services Ltd will:

- Encourage comments, suggestions, observations and complaints and act upon these as a means of continual improvement.
- Make sure staff accept comments or complaints in a professional manner and without recrimination.
- Make the system easy to use.
- Thank people formally for any compliments, comments, suggestions and observations.
- Make sure you respond to and investigate complaints fairly and within the time frame.
- Put right anything that has gone wrong and repair any damaged relationships.

**Scope:** The legislation and guidance staff must adhere to includes:

- Care Quality Commission - Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
- Guidance for providers on meeting the regulations: Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Part 3) (as amended): Care Quality Commission (Registration) Regulations 2009 (Part 4) (as amended).
- Health and Safety Act, Data Protection Act, Investigative Powers Act, Equal Opportunities Act, Anti-Bullying Act.

## Definitions

**Comment or observation** – a verbal or written remark expressing an opinion about an aspect of the care or treatment your staff provide, or about your service. An example of this might be, 'Your staff looked rushed off their feet today.'

**Suggestion** – a verbal or written idea about how you can change, improve or update the care or treatment your staff provide, or about your service. An example might be, 'Can you send your newsletter round more regularly?'

**Compliment** – part of our complaints procedure is to look at what you are doing well. Letters, cards, or verbal expressions of appreciation you receive are evidence that you are doing a good job, so you should continue to do what you are already doing well. An example might be, 'Your staff are really helpful.'

**Complaint** – any expression of dissatisfaction with the care or treatment your staff provide, or a failure of your organisation to provide a service to a service user. This can be either written or verbal. It doesn't matter whether your staff feel this is justified or not. An example might be, 'My father has fallen every day this week.'

Complaints should be received within 12 months of the event occurring. Anonymous complaints can be given placing it onto our website via a 'service improvement' page.

## Procedures

### 1. Receiving Comments, Observations, Suggestions and Complaints

All staff should be aware of the definitions of a comment, observation, suggestion and complaint.

All staff should be able to take details of comments, observations and suggestions in person and to thank the person for taking the time to give these. They should pass these on to the complaints coordinator who will give a formal response thanking the person for these.

All staff should be able to take details of a complaint in person or be able to give the complainant details of the complaint's coordinator or an independent advocate who can take the complaint on the complainant's behalf.

Staff should be able to explain that the complaint can be made verbally or in writing and that this can be done by letter to Premier Homecare Services Ltd (14720772), Office A34, Northbridge House, Elm St, Burnley, BB10 1PD

Alternatively you can email to [complaints@premierhomecares.com](mailto:complaints@premierhomecares.com) or Telephone on 01282 841291

A face to face meeting can be arranged with someone from Management at Office A34, Northbridge House, Elm St, Burnley, BB10 1PD. We will send an acknowledgment letter within 72 hours.

The time frame for acknowledgement will be 72 hours, where we will send a formal letter of acknowledgement to the person giving details of the next steps.

Start a complaints report, containing dates of responses, details of any investigations, the outcomes, dates of final letters and responses.

## **2. Investigating the Complaint**

An investigation of the complaint will take place in the first instance by the <complaints coordinator or other person> unless the complaint is about them in particular and then you will ask Director who will carry out the investigation on your behalf in this instance.

An investigation may involve:

- Carrying out a record review, reviewing accident books, incident reports etc.
- Reviewing any correspondence about the matter.
- Interviewing the staff member involved or other staff (or the complainant if further information is required).
- Observing practice.
- Reviewing policies and procedures to find discrepancies between policy and practice.
- Looking for other evidence e.g. CCTV footage.

## **3. Responses**

The complaints coordinator will write to the complainant with the outcome of the complaint on behalf of Premier Homecare Services Ltd

Investigation, resolution and the final response will take place within four weeks, as far as possible. If this is to take longer, you will inform the complainant about this as soon as possible.

The final response will include details of the investigation, the outcome and what you will do to change practice accordingly (if appropriate).

The final response will give details of how the person can escalate their complaint if they are not satisfied with the outcome.

#### **4. Improvements**

The complaints coordinator will inform the registered manager of the need for any improvements identified as a result of the complaint so that you can develop an action plan to improve practice accordingly.

Premier Homecare Services Ltd will implement any changes to practice within four weeks of the action being identified.

#### **5. Recording**

Once Premier Homecare Services Ltd has received a complaint, recording of the complaint will start. This is to include:

- The date of receipt of the complaint.
- The date of the acknowledgment of its receipt.
- You keep a copy of the acknowledgement on file.
- The date by which you will complete the investigation.
- Details of the investigation.
- Details of the outcome of the investigation.
- The date by which you will send the final letter of response.
- You will keep a copy of the final response letter on file.
- Action plans to improve practice.

#### **6. Review**

Review of the comment and complaints policy and system takes place each year or when the following occurs:

- A comment or complaint suggests the system is not working as it should.