

The Manor House

Phone: 0129722433, Fax: 0129721175

Complaints, Suggestions and Compliments Policy and Procedure

Amended on 8.03.2016

Purpose

- The **The Manor House** operates an effective mechanism for the receipt, recording, investigation and resolution of all complaints, in order to comply with the regulations.
- The arrangements for investigation of complaints are fair and transparent.
- Complaints and suggestions from Service Users or their relatives are a valued source of information regarding the quality of our service, and are a primary source of information regarding possible abuse.
- Care Quality Commission and Local Government Ombudsman guidelines are adhered to.

Scope

- Service Users.
- Relatives.
- Other professionals outside agencies.
- All employees.

Policy

- In all cases complaints and concerns shall be treated seriously in a sensitive and confidential manner.
- Complaints and suggestions must be handled in such a way as to first of all reach a satisfactory outcome with the complainant, and to turn a potentially difficult and damaging problem into a source of quality improvement.
- **NOTES WITH SERVICE USERS RIGHT TO COMPLAIN ARE DISPLAYED IN EACH ROOM**
- All formal or serious complaints will be investigated by a person not related to the immediate source of the complaint.
- The recording of complaints will not be confined to “serious” or “substantial” complaints. The existence of records for complaints of an apparently minor nature is an indication of the effectiveness of the procedure, the openness of the culture of the **The Manor House** and its employees, and their vigilance in the area of abuse.
- Complaints will be recorded in order to identify any pattern of complaint relating to all or a group of Service Users.
- The central information, with regards to complaints, suggestions and compliments, will be regularly reviewed and analysed. The summary will be regularly considered by the Management Team Meeting for quality assurance purposes.
- Compliments will be recorded centrally and made available for all parties to read, also on the personnel file of any member of staff individually complimented.
- Employees who are the subject of a complaint should not communicate directly with the complainant unless accompanied by a senior member of staff, unless requested directly to do so by the complainant.
- Where the complaint gives rise to concerns regarding the wellbeing of one or more Service Users, serious consideration must be given to suspension of the person or persons complained about, and an investigation must be initiated immediately in order to identify any risk to the health and welfare of the Service User involved.

Procedure

Standard Arrangements

- There are several distinct levels of dealing with a complaint, and it is important for the speedy and effective resolution that each level is followed.
- The principles applied are:
 - The nearer the person dealing with the complaint is to direct service delivery, the better the likely outcome of the complaint. That person has a better detailed knowledge of the service and can react quickly and appropriately. An exception to this principle will be made in the case of a complaint which alleges abuse, in which case the complaint will be immediately and directly reported to the owners. At this point the safeguarding policy should be followed as per local authority advice and the necessary notification made to the CQC.
 - Accepting that personalities can be a factor in complaints, the multiple stages allow this problem to be avoided.
 - The complaints process will only be regarded as “completed” when the complainant or their representative has indicated, in writing if possible, that they are satisfied with the outcome of the complaint procedure.
 - Complaints and suggestions will in all cases be taken seriously, recorded, their practicality/usefulness investigated, and the instigator informed of the decided outcome.
- At **The Manor House** the owners – Sue and Hutch Curry are complaints managers..
- **The Manor House** will respond to complaints both by email and in writing. Telephone conversations are not sufficient in themselves, as they do not constitute a proper record.
- Update the complainant in writing about your progress during the investigation.
- The complaint procedure must be publicly available. It must be:
 - On your website;
 - Clearly visible in public areas of your registered address;
 - Sent out with all contracts for care, and;
 - Included within all Service User Guides.
- Investigations and outcomes will be recorded on the complaints form, adding additional sheets as required.
- All employees are warned that written complaints recording rules must be complied with, and those records held where they are freely available to supervisors and managers. Any attempt to conceal a complaint may give rise to formal disciplinary action.
- The complainant will be requested to examine the written records of the complaint and sign to indicate agreement with the outcome.
- In the event of a continued disagreement which cannot be resolved internally, the complainant will be advised to approach an appropriate external authority, such as the CQC, funding authorities such as Social Services or NHS, an independent advocacy service, or the local government Ombudsman.
- For privately funded Service Users a range of advocacy services are available. The Registered Manager should support the Service User to contact an appropriate independent advocate if the Service User shows any signs of being unable to fully make, or further pursue, the complaint.
- The completed complaints form will then be handed to the Registered Manager for permanent filing.
- The Management Team Meeting will periodically review all complaints since the previous review in order to identify trends and matters which may have appeared to be relatively minor at the time, but which indicate a deeper problem.
- The services action plan should be updated to include all actions to be taken to resolve any requirements or recommendations made following any investigation.

Written Procedure

- A complaint can be made: by telephone; in writing; by email; or in person. All responses will be made/followed up in writing (preferably email).

The Manor House

Phone: 0129722433, Fax: 0129721175

website: [www/manorhouse-seaton.co.uk](http://www.manorhouse-seaton.co.uk)

e-mail: hutch@strngarm.demon.co.uk

- Complainants must receive an acknowledgment within 24 hours.
 - **The Manor House** time limit for the acceptance and investigation of complaints is 12 months.
 - A complaint must be made no more than 12 months after:
 - The date the event occurred, or if later,
 - The date the event came to the notice of the complainant.
 - The time limit will not apply if **The Manor House** is satisfied that:
 - The complainant can give a good reason for not making the complaint within that time limit, and;
 - Despite the delay, it is still possible to investigate the complaint effectively and fairly.
 - **The Manor House** will deal with anonymous complaints seriously, as with all complaints.
 - All complaints will be dealt with by a senior person within **The Manor House** immediately.
 - Complainants will receive (as far as reasonably practical):
 - Assistance to help them understand the complaints procedure; and
 - Advice on where they may obtain such assistance.
 - **The Manor House** will only accept complaints from a third party under certain conditions:
 - Either:
 - Where we know that the Service User has consented, either verbally or in writing, or;
 - Where then Service User cannot complain unaided and cannot give consent because they lack capacity within the meaning of the Mental Capacity Act 2005; and
 - The representative is acting in the Service User's best interests – For example, where the matter complained about, if true, would be detrimental to the Service User.
 - **The Manor House will have a resolution** as soon is possible, no longer than 28 days.
 - All complaint investigations will be completed within 6 months at the latest, unless a different time period has been agreed. This will only be done when there is a good reason for it.
- Once your complaint has been fully dealt with by **The Manor House**, if you are not satisfied with the outcome you can complain to the Local Government Ombudsman (LGO). The LGO provides a free, independent service. You can contact the LGO Advice Team for information and advice, or to register your complaint:
- T: 0300 061 0614
 - E: advice@lgo.org.uk

- W: www.lgo.org.uk
- The LGO will not usually investigate a complaint until **The Manor House** has had an opportunity to respond and resolve matters.
- Our service is registered with and regulated by the CQC. The CQC cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time. You can contact the CQC at:
- Care Quality Commission (CQC)
National Correspondence
Citygate, Gallowgate
Newcastle upon Tyne NE1 4PA
Tel: 03000 616161
Fax: 03000 616171
03000 616161

Monitoring

- Record the following information on a complaints log:
 - Each complaint received;
 - The subject matter and outcome of each complaint;
 - Details of the reasons for delay where an investigation took longer than the agreed response period agreed; and
 - The date the report of the outcome of the investigation was sent to the complainant.

Response Letter

- The final response letter will include a report giving:
 - A detailed explanation of how the complaint has been considered;
 - The conclusions reached, including any remedial action needed; and confirmation that any action needed has either already been taken or, if not yet taken, the proposed timescale when such action will be completed.
 - The letter will inform complainants of their right to take their complaint to the LGO if they are not happy with the outcome.
 - The final letters will be signed by the Registered Manager- Hutch Curry or sent by email in their name.
- If the response is not ready within 6 months, we will:
 - Notify the complainant in writing accordingly and explain the reason why; and
 - Send the complainant in writing a response in accordance with the above as soon as reasonably practicable after 6 months.

General Information for Staff Managing Complaints

People who can complain

- A complaint can be made by:
 - Someone who receives or has received care services;
 - Someone who is affected (or likely to be affected) by the action, omission or decision of the provider who is the subject of the complaint; or
 - A representative of either of these, under certain conditions.
 - If a provider is not satisfied that the representative is acting with the Service User's consent or in their best interests, the provider must notify the representative in writing, and state the reason for its decision.

Complaints we do not have to investigate

- **The Manor House** is not required to investigate the following complaints:
 - A complaint by an employee relating to their employment (it will be done through our grievance procedure);
 - A complaint that was made in person or by telephone and is resolved to the complainant's satisfaction no later than the next working day after the day the complaint was made; and
 - A complaint that has already been investigated and resolved.
- In these circumstances, **The Manor House**, as soon as is reasonably practicable, notify the complainant in writing of its decision to not investigate the complaint and the reasons why.

Duty to co-operate

- If a complaint involves more than one provider/commissioner of services there is a duty on local authorities and the NHS to co-operate and provide a single response. **The Manor House** will work with CCGs or local authorities to provide single response to complaints.

Complaints, Concerns and Compliments Register

Date	Complainant/ Compliment	Summary of complaint/ suggestion or compliment	Action taken
This register will be referred to each meeting the regular management meeting for review			

Complaint acknowledgement letter template

[insert date]

[insert name]

[insert address]

Our ref: [insert reference]

Your ref: [insert reference]

Our contact details **The Manor House**

Phone: 0129722433, Fax: 0129721175

website: www/manorhouse-seaton.co.uk

e-mail: hutch@strngarm.demon.co.uk

Dear [insert title and name]

Heading, e.g. Complaint about.....

Thank you for bringing to our attention your concerns in [your letter/your email/our conversation] of [date].

I am sorry that you are not happy with the service provided by **The Manor House**. As I understand it, you are concerned that [insert your understanding of the issues of concern, using a bulleted or numbered list if there is more than one point]. Please contact me straight away if I have misunderstood your concerns.

I would be happy to meet you to discuss the issues you have raised and our investigation procedures, if that would be helpful. [Suggest a date and/or provide contact details].

I am looking into the points you have made as a matter of urgency and shall be in touch with you with a full response by [insert anticipated response time – not longer than 28 working days].

Please do contact me again in the meantime if I can be of further assistance. My email and phone number are provided above.

Yours Sincerely

Name

Job Title

Complaint final response letter template

[insert date]

[insert name]

[insert address]

Our ref: [insert reference]

Your ref: [insert reference]

Our contact details (email and phone): **The Manor House**

Phone: 0129722433, Fax: 0129721175

website: [www/manorhouse-seaton.co.uk](http://www.manorhouse-seaton.co.uk)

e-mail: hutch@strngarm.demon.co.uk

Dear [insert title and name]

Heading, e.g. Complaint about.....

My investigation into the concerns you raised on [insert date] is now complete.

I will address each of the points as outlined in my earlier acknowledgement letter to you.

[Repeat each individual point of complaint, and follow each one with what you found in the investigation. Put this as a numbered list if there is more than one issue.]

1. Point one, I have found that.....
2. Point two, I have found that...

Outcome

As a result of your complaint we have taken the following action (if not already mentioned above).

1. [action one]
2. [action two]
- 3.[action three]

I would like to thank you for bringing these matters to our attention. We welcome comments from people who use our services and aim to use these to improve our services.

If you are not fully satisfied with the way we have handled your complaint you have the right to take your complaint to the Local Government Ombudsman, who you can contact at:

Tel: 0300 061 0614, Email: advice@lgo.org.uk, Website: www.lgo.org.uk

Yours sincerely

Name

Job Title