

SUPPORT FOR INDEPENDENCE (NW) LTD

QUALITY POLICY STATEMENT

QP-02

Title: COMMENTS, SUGGESTIONS AND COMPLAINTS

1.0 GENERAL POLICY

- 1.1 Rehabilitation for Independence and Support for Independence will ensure that all our Service Users are aware of this policy and they or their representative understand how to make a complaint.
- 1.2 It is the company's policy that all comments, suggestions and complaints are dealt with quickly and effectively. All complaints are treated sensitively, taking into account the individual circumstances.
- 1.3 Rehabilitation for Independence and Support for Independence shall make every effort to provide the best possible service. However, there may be occasions when people are not happy with the service and therefore we recognise the right of all Service Users, relatives, representatives and members of staff to inform us of any problems or complaints (however small) which will be listened to and acted upon.
- 1.4 Rehabilitation for Independence and Support for Independence will ensure that Service Users or those acting on their behalf who make a complaint are treated in a manner that respects their human rights and diversity in a fair and equal manner. The Service User will be supported to make a complaint using their preferred communication method.
- 1.5 Where Service Users lack confidence or capacity to make a complaint, they are supported by staff in a sensitive manner to follow the complaints procedure. Complaints from people acting on the Service User's behalf will be treated with the same respect as if they had come from the Service User.
- 1.6 Rehabilitation for Independence and Support for Independence will make every effort to resolve complaints to the complainant's satisfaction unless the complaint cannot be upheld or is outside our remit or our responsibility.
- 1.7 Rehabilitation for Independence and Support for Independence are always looking to improve our services and promote a no blame culture. All comments, suggestions or complaints regardless of how small they may appear will be treated seriously and used to improve the service offered.
- 1.8 The company's general policy is based on the requirements of The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

SUPPORT FOR INDEPENDENCE (NW) LTD

QUALITY POLICY STATEMENT

QP-02

2.0 PRINCIPLES AND GOALS

2.1 Rehabilitation for Independence and Support for Independence are committed to the six principles of good practice in the management of complaints, as identified by the Health Services Ombudsman:

- Getting it right.
- Being customer focused.
- Being open and accountable.
- Acting fairly and proportionately.
- Putting things right.
- Seeking continuous improvement.

2.2 The goals of the company's complaint's procedure are to:

- take a flexible approach towards handling individual complaints which focuses on the needs and wishes of the people involved.
- keep the procedure simple so that it is much easier for people to share experiences and for service to respond.
- make sure that people's experiences help to improve services.

3.0 MAKING A COMPLAINT

3.1 Complaints should be made within 12 months of the incident happening or of the person becoming aware of the incident and should be addressed to Rehabilitation for Independence or Support for Independence.

3.2 The member of staff who has been designated to manage complaints in the company is:

- Gill Clarke, Business Co-ordinator.

3.3 All complaints will be acknowledged within 3 days of receipt by our Business Co-ordinator, who will offer to discuss the complaint within that time, and keep complainants informed of the progress of any investigation.

3.4 Every effort will be made by our Business Co-ordinator to assist the complainant with the complaint's procedure and by Rehabilitation for Independence and Support for Independence to rectify and learn from the complaint.

SUPPORT FOR INDEPENDENCE (NW) LTD

QUALITY POLICY STATEMENT

QP-02

- 3.5 On completion of the investigation, our Business Co-ordinator will make arrangements to discuss with the complainant the outcome of the investigation: how it has been resolved, what actions were taken or are to be taken and will remind the complainant of their right to take the complaint to the Local Authority Social Services or Local Government Ombudsman, or through the NHS complaint process where the care, treatment and support was funded by the NHS, if the complainant is not satisfied with the resolution.
- 3.6 Where the complaint involves the Mental Health Act and the complainant chooses to seek the help of the Commissioner or the Care Quality Commission, Rehabilitation for Independence and Support for Independence will make every effort to work in conjunction with these agencies to arrive at a satisfactory resolution.
- 3.7 Since April 2009 the Care Quality Commission cannot investigate individual complaints unless they involve Service Users who have mental incapacity under the Mental Health Act, however they still welcome feedback about the service you have received.
- 3.8 The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2015: Regulation 16 states that people wishing to complain should in the first instance contact their care provider.

4.0. STAFFING COMPLAINTS OR CONCERNS

- 4.1 Where a member of staff has a complaint, they should in the first instance report it to their Team Leader. If the Team Leader is not present, they should report the complaint to their Line Manager.
- 4.2 If a member of staff has a concern about the health and wellbeing of a Service User, they should refer to the Whistleblowing Policy QP-65, for the actions to be taken.

5.0 EXTERNAL CONTACTS

- 5.1 Circumstances where you would rather report a concern to an outside body. The following are a list of external contacts for you to consider:

The Care Quality Commission – who are responsible for the regulation of adult social and health care in England:

<http://www.cqc.org.uk/contact-us> • Phone: 03000 616161 • Email: enquiries@qc.org.uk
Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA

SUPPORT FOR INDEPENDENCE (NW) LTD

QUALITY POLICY STATEMENT

QP-02

Independent charity Public Concern at Work

0808 168 0225 or by email at advice33@pcaw.co.uk. They can talk staff through the options address is www.pcaw.co.uk

Local Authority Safeguarding Board:

Address: Bury Integrated Safeguarding Partnership
18-20 St Mary's Place, Bury, BL9 0DZ

Telephone: 0161 253 6153

E mail: adultcareservices@bury.gov.uk

Local Authority Complaints Ombudsman:

Address: Local Government and Social Care Ombudsman
PO Box 4771, Coventry, CV4 0EH

Telephone: 0300 061 0614

E mail: N/A – please use the link below to register to access the complaints form:
<https://complaints.lgo.org.uk/>

6.0 MENTAL INCAPACITY

- 6.1 Family members or Representatives of Service Users who suffer from mental incapacity who are not satisfied with the outcome of their complaint may at any stage contact the Local Authority Social Care Service or the Care Quality Commission at the following address:

Local Authority Social Care Service:

Address: Customer Service Team,
Bury Council,
Whittaker Street,
Radcliffe,
Manchester,
M26 2DT

Telephone: 0161 253 5000

SUPPORT FOR INDEPENDENCE (NW) LTD

QUALITY POLICY STATEMENT

QP-02

Care Quality Commission:

Address: Head Office,
151 Buckingham Palace Road,
London,
SW1W 9SZ

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

This policy should be read in conjunction with the Policy Whistleblowing QP-65