

COMPLIMENTS AND COMPLAINTS POLICY AND PROCEDURE

Date ratified	21/04/16	Ratified by	MC/DH
Date reviewed	08/02/21	Reviewed by	AL/MC/KJ/BG

Aim: *to ensure that our service users, their family and friends are confident that their compliments will be shared with the appropriate staff and that complaints will be taken seriously and acted upon. The Fed also aims to have a clearly communicated policy to assist all of its service users to be aware of how to make a complaint.*

1. Policy Statement

- 1.1 This organisational policy is intended to comply with Regulation 16 (Receiving and acting on complaints) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
- 1.2 The Fed strives for high standards in service delivery and welcomes feedback from service users, and anyone who works with us, on all aspects of our services. Such feedback is invaluable in helping us evaluate and improve our work.
- 1.3 The objectives of The Fed's Compliments and Complaints Policy are to:
- ensure everyone knows how to provide feedback and how a complaint will be handled
 - ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames
 - provide service users with a fair and effective way to complain about our work
 - ensure that compliments and complaints are monitored and used to improve our services.

1.4 The Fed will ensure that it:

- listens carefully to complaints and treat complaints as confidential, where possible
- records, stores and manages all complaints accurately and in accordance with the Data Protection Act
- investigates the complaint fully, objectively and within the stated timeframe
- notifies the complainant of the results of the investigation and any right of appeal
- inform the complainant of any action that will be implemented in order to ensure that there is no reoccurrence
- reports, on a minimum quarterly basis, the number of compliments and complaints received, the outcomes of investigations and any actions taken.

2. Definition of a Complaint

2.1 A complaint is any expression of dissatisfaction by an individual, whether justified or not.

An individual may make a complaint if they feel The Fed has:

- failed to provide a service or an acceptable standard of service
- delayed in providing a service
- made a mistake in the way it has provided a service
- failed to act in a proper way
- provided an unfair service.

2.2 This policy and procedure relates only to complaints received about The Fed and its services.

3. Compliments and Complaints Procedure

3.1 Compliments

Any verbal or written compliments will be recorded by the member of staff receiving the compliment and be passed to the appropriate manager for recording on the Compliments Register. Any member of staff identified as being the subject or contributing to any matter giving rise to the compliment will be notified within three working days. Feedback on compliments will be shared with employees at appropriate timings.

3.2 Complaints

There are 3 stages to the complaints procedure:

Stage One – Complaint

Stage Two – Appeal

Stage Three – Independent Review

Stage One

3.3 The Fed aims to settle the majority of complaints quickly and satisfactorily by the member of staff or the relevant manager who provides the service. The complaint may be resolved quickly by way of an apology, by providing the service required or by providing an acceptable explanation to the individual.

3.4 Individuals wishing to make a complaint should contact the person who provided the service, or their manager. Alternatively they can contact The Fed by emailing ShareYourExperience@thefed.org.uk or writing to: Alison Lightfoot, Quality Assurance & Development Manager, The Fed, Heathlands Village, Heathlands Drive, Prestwich, Manchester, M25 9SB; or use the form at <https://www.thefed.org.uk/contact/>.

- 3.5 If the individual prefers to make a verbal complaint then the person receiving the call will enter details on the 'Concern/Complaints Recording' form. If the person is willing to, or asks to, submit a written complaint the 'Concern/Complaints Recording' form will be sent to them on the same day, or the individual can complete the form on the website.
- 3.6 On receipt, each complaint will be allocated a unique reference number and logged on the Complaints Register. Details of the complaint will be sent immediately to the Complaints Investigator.
- 3.7 Complaints will be acknowledged within three working days of receipt. The complaints will be fully investigated and a written response provided to the complainant within 21 working days by the Investigator.
- 3.8 The Complaints Register will be updated and any pending complaints flagged so they are followed up.
- 3.9 Individuals will be advised that if they are not satisfied with the response to their complaint, they may appeal within 14 working days and progress to Stage Two.

Stage Two

- 3.10 A Senior Director will consider the matter independently and communicate the outcome and any action(s) to the complainant in writing within 21 working days. Contact may need to be made with the complainant to clarify the issues, conduct further investigation or explore resolution. The complainant will receive written confirmation of the outcome of any investigation and any recommendations/remedies made, such as, staff development and training, reviewing of policies or appropriate improvement to services. The outcome should not refer to any individual employees or groups of employees within The Fed.

- 3.11 Occasionally, investigations may take longer, particularly if the complaint is complex. Should this be the case a holding letter will be sent after 21 working days and a final date given for a conclusion being reached.
- 3.12 If an individual remains dissatisfied with the outcome from Stage Two they can request an Independent Review within 14 working days of the date of the outcome and progress to Stage Three.

Stage Three

- 3.13 The Quality Assurance Committee and/or a designated Trustee will review Stage Two. Following an investigation they will recommend one of the following actions, within 21 working days:
- Uphold the action taken by The Fed at Stage Two
 - Changes to the Stage Two recommendations/actions.
- 3.14 Each Director is responsible for implementing the Compliments and Complaints Procedure.

4. Anonymous Compliments and Complaints

- 4.1 Compliments and complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

5. Data Protection

- 5.1 The Fed will hold all data securely and only use it to help address the complaint. The identity of the person making the complaint will only be made known to those who need to consider the complaint and will not be revealed to other people or made public by The Fed. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applies or allegations are made which involve the conduct of third parties.

- 5.2 Under the Freedom of Information Act 2000, individuals have a right to obtain a copy of their personal data. However, there are exceptions to this right. The Fed will normally destroy its compliments and complaints files in a secure manner seven years after the compliment has been made or the complaint closed.

6. Monitoring

- 6.1 Compliments and complaints are an important tool which, alongside data provided by exit surveys, user feedback and focus groups, will allow The Fed to learn about the services we provide. They provide a useful source of information about how individuals see our services and how we are serving them. To ensure The Fed can learn from compliments and complaints, the following data will be collected:

Compliments:

Name, address/email address

Nature of the compliment

Date of compliment

Action(s) taken/recommendations made in response to the compliment, if appropriate.

Complaints:

Name and address/email address

Name of person dealing with the complaint

Date of complaint and response date

Nature of complaint

Action(s) taken/recommendations made in response to the complaint

Lessons learnt.

- 6.2 Compliments and complaints information will be considered on a regular basis by the Quality Assurance Committee. Wherever possible the data will be used to improve and develop the service.

References

Regulation 16: Receiving and Acting on Complaints

Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

Care Quality Commission (Registration) Regulations 2009

Regulation 17: Good Governance

Related Policies

Accessible Information and Communication

Safeguarding Adults

Consent

Dignity and Respect

Duty of Candour

Good Governance

Quality Assurance

Agency contacts

Bury Council Adult Care Comments & Complaints:

Telephone: 0161 253 5151

Website: www.bury.gov.uk

Salford Council Adult Care Comments & Complaints:

Telephone: 0161 631 4777

Website: www.salford.gov.uk

Manchester City Council Adult Care Comments & Complaints:

Telephone: 0161 234 3012

Website: www.manchester.gov.uk

Care Quality Commission, National Correspondence, Citygate, Gallogate, Newcastle Upon Tyne, NE1 4PA, Telephone: 03000 616161. Email: enquiries@cqc.org.uk

Website: www.cqc.org.uk

Related Guidance

- Concerns about a care service: <https://www.scie.org.uk/>
- CQC Regulation 16: Receiving and acting on complaints:
<https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-16-receiving-acting-complaints>
- CQC Complaints Matter:
https://www.cqc.org.uk/sites/default/files/20141208_complaints_matter_report.pdf
- CQC Regulation 20: Duty of Candour:
<https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-20-duty-candour>
- Local Government and Social Care Ombudsman Annual Review of Complaints:
<https://www.lgo.org.uk/information-centre/reports/annual-review-reports>
- Local Government and Social Care Ombudsman: How to Complain:
<https://www.lgo.org.uk/make-a-complaint>

Training Statement

The organisation is responsible for co-ordinating training on the complaints procedure. All staff receive training in dealing with and responding to verbal and written complaints. The complaints policy and procedures are included in new staff members' induction training. In order to learn from mistakes, staff group meetings and supervisions are used to discuss formal complaint issues, in order that all staff can share and learn from the experiences.

Appendices:

- 1 Complaints procedure flowchart
- 2 Dealing with unreasonably persistent complainants
- 3 Feedback & Complaints Form (Residents/Tenants/Visitors)
- 4 Feedback & Complaints Form (Internal)
- 5 Staff contact details poster
- 6 How to let us know if our service needs to improve (Raising a concern or complaint)
- 7 Support in making a complaint