



# COMPLAINTS, SUGGESTIONS AND COMPLIMENTS POLICY AND PROCEDURE

## Purpose

- The Registered Provider 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 will 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.
- A copy of this complaints procedure will be given to all Service Users and their representatives at the beginning of the service, and copies will also be made available throughout the service.
- 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 organisation and its employees, and their vigilance in the area of abuse.
- Complaints will be recorded on Service Users’ files in order to identify any pattern of complaints relating to an individual, including Care or service provision in order to update and review the Care Planning process.
- Complaints will be recorded centrally in order to identify any pattern of complaint relating to all or a group of Service Users. This record will contain minor complaints in addition to serious complaints, and will be accessible to all members of staff where appropriate, unless this is a



safeguarding issue. In order for this to be established, members of staff are to make appropriate entries, in a timely fashion, to Care Planning or risk assessments.

- 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 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 will 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**

- The Registered Manager is the designated complaints manager and will acknowledge all complaints within 24 hours of receiving them. Should the complaint be of an abusive nature the safeguarding policy and local authority advice will be followed and if necessary a notification to CQC will be made
- The Manager will respond to complaints by telephone, email and in writing.
- The complainant will be informed in writing about the progress of the investigation at all stages along the way and it will only be regarded as complete when the complainant or their representative has indicated in writing if possible that they are satisfied with the outcome of the complaint
- Where a service user or carer or other concerned individual wishes to make an anonymous complaint YOU-CAS Limited will review it, but outside of the complaints process. If a complaint is received totally anonymously the Complaints Manager will pass it to the Registered Provider for their consideration. Whilst YOU-CAS will act on anonymous information where it has concerns (in line with the company Whistle Blowing Policy, or the Vulnerable Adult Policy, YOU-CAS Limited will not bring any complaints about an individual or team to the attention of anyone mentioned or to the Team Manager unless it is a general issue. The Whistle blowing policy about raising a concern about practice, offers staff a process to raise issues/concerns. This process recognises that staff may wish to remain anonymous when raising concerns. This does not preclude staff from using the complaints policy where they are considered to have sufficient interest in the patient's welfare.
- The complaint procedure is available
  - In Feedback file available at the registered address;
  - Sent out with all contracts for Care & Support within the service
  - 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, centrally and on the Service User file.
- The Management 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 will 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).

- Complaints can be made to:

YOU-CAS Limited

67a Wimborne Road  
Winton  
Bournemouth  
Dorset  
BH3 7AN

01202 247270 or email [manager@you-cas.com](mailto:manager@you-cas.com)

[info@you-cas.com](mailto:info@you-cas.com)

- 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 YOU-CAS Limited 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.
- Complainants will receive as far as reasonably practical
    - Assistance to help them understand the complaints procedure
    - Advice on where they may obtain such assistance
    - Advocacy information is available and up to date at the registered office.
  - YOU-CAS Limited will only accept complaints from a third party under certain conditions:
    - Either:
      - Where you 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 procedure can be made available on request in a user friendly format.
  - We expect the turn around of the investigation to be within 28 days, but in certain circumstances it may take longer, we will keep the complainant informed at all times. We aim to have all investigations completed within 6 months at the latest.
  - Complainants have the right to refer their complaint to the Local Government Ombudsman if they are unhappy with the outcome of the investigation. The complainant also has the right to alert the Care Quality Commission.

Once your complaint has been fully dealt with by YOU-CAS Limited, 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](mailto:advice@lgo.org.uk)

W: [www.lgo.org.uk](http://www.lgo.org.uk)

The LGO will not usually investigate a complaint until the provider 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.

### **Annual Reports**

We will provide an annual report that will:

- Will specify the number of complaints received.
- Will specify the number of complaints that the provider decided were well-founded, partly or fully.
- Will specify the number of complaints that the provider has been informed have been referred to other bodies.
- Give the subject matter of complaints received.
- Summarise any matters of importance in those complaints themselves or in the way that the complaints were handled.
- Summarise any matters where action has been or is to be taken to improve services as a consequence of those complaints.
- We will make available the annual complaint report is to anyone on request.

### **Acknowledgement Letters**

- The acknowledgement letter will include an offer to discuss the complaint with the complainant at a mutually agreed time, to go over:
  - The period within which the investigation or the complaint is likely to be completed
  - The manner in which the investigation will be investigated.
  - If the complainant does not accept the offer of a discussion, the provider will notify the complainant in writing of the response period not to exceed 6 months.



- Acknowledgement letter will be sent by letter or email as requested by the complainant

### **Final Response Letter**

- The final response letter will include
  - 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 letter will be sent by the Registered Manager.
- 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 you do not have to investigate**

- YOU-CAS Limited is not required to investigate the following complaints:
  - A complaint by an employee relating to their employment, will be dealt with by the Registered Manager in conjunction with the relevant policy.
  - 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, YOU-CAS Limited will 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. We will work with CCGs or local authorities to provide single response to complaints.



**Key Contacts:**

Care Quality Commission (CQC)  
National Correspondence  
Citygate, Gallowgate  
Newcastle upon Tyne NE1 4PA  
Tel: 03000 616161  
Fax: 03000 616171

Social services (for Service Users funded by social services)

Bournemouth Community Care Services

Town Hall

Bournemouth

Clinical Commissioning Group (for Service Users funded by the Clinical Commissioning Group)  
Canford House, Discovery Court Business Centre, 551-553 Wallisdown Rd, Poole BH12 5AG

The Local Government Ombudsman  
PO Box 4771  
Coventry. CV4 0EH  
Tel: 0845 602 1983 or 024 7682 1960  
Fax: 024 7682 0001  
[advice@lgo.org.uk](mailto:advice@lgo.org.uk)

Independent advocacy services  
Bournemouth & Poole Advocacy Services  
9 Shelley Road  
Bournemouth  
Dorset BH1 4HX

ReThink Mental Illness

01202 422140



**Note: this form will be used to record expressions of minor concerns which may be dealt with on the spot as well as obvious “complaints” which may require formal investigation. It should also be used to record compliments offered to employees of the organisation.**

The original of this form will be:

Held in a clearly labelled “Complaints in progress” file in the Registered Manager’s office while the complaint is being investigated.

Transferred to a central complaints file as soon as the matter is closed; and

A copy will be placed on the relevant Service User file.

**Re. Person making the complaint, expressing a concern, or giving a compliment**

**Name:**

**Address:**

**Telephone Number:**

**Name and contact details of the Service User to which the complaint refers:**

**Details of complaint, concern or compliment (include dates, times and witnesses where possible):**

**Names of any employees specifically complained of or complimented:**

**Name of person originally complained to (if not the person completing this form):**

**Name of the person to whom the complaint was referred on to for investigation (state “as above” if the person who receives the complaint also investigates):**



**Investigations carried out (attach additional pages if required):**



<b>Action taken or recommended by investigator:</b>	
<b>Did this action satisfy the complainant? If not state why, and who the complaint was referred on to next:</b>	
<b>Action taken by person to whom the complaint was referred on to:</b>	
<b>Did this action satisfy the complainant?</b>	
<b>Name of organisation to which the complaint was referred in the event of a failure to satisfy the complainant:</b>	
<b>Signed by complainant to signify satisfaction:</b>	
<b>Date:</b>	



### Complaints Register

Date	Complainant/Compliment	Summary of complaint/suggestion or compliment	Action taken

**This register must 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 (email and phone): [insert]

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 YOU-CAS Limited.

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): [insert]

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](mailto:advice@lgo.org.uk), Website: [www.lgo.org.uk](http://www.lgo.org.uk)

Yours sincerely

Name

Job Title

## Key Lines of Enquiry Table

Key Line of Enquiry	Primary	Supporting	Mandatory
---------------------	---------	------------	-----------



C.S1 - How are people protected from bullying, harassment, avoidable harm and abuse that may breach their human rights?	✓		✓
C.S2 - How are risks to individuals and the service managed so that people are protected and their freedom is supported and respected?	✓		✓
C.E1 - How do people receive effective care, which is based on best practice, from staff who have the knowledge and skills they need to carry out their roles and responsibilities?	✓		✓
C.C1 - How are positive caring relationships developed with people using the service?	✓		✓
C.C2 - How does the service support people to express their views and be actively involved in making decisions about their care, treatment and support?	✓	✓	✓
C.R2 - How does the service routinely listen and learn from people's experiences, concerns and complaints?	✓		✓
C.W1 - How does the service promote a positive culture that is person-centred, open, inclusive and empowering?	✓		✓
C.W3 - How does the service deliver high quality care?	✓		✓

**Note: All QCS Policies are reviewed annually, more frequently, or as necessary.**