

Title of Policy:	Comments, Compliments and Complaints
Section:	Operations

Purpose

Communication between The Company and anyone that interacts with The Company, in both a positive and negative light, is key to the growth of The Company and the nurturing of the relationships The Company has with its clients, their families and other interested parties. It is the goal of this policy to outline a process in which such communication can be done with ease and responded to in the correct manner.

Statement

The Company aims at all times to:

- Encourage positive and negative feedback.
- Resolve any complaints quickly, fairly and respectfully.
- Use all feedback as opportunity for learning.
- Ensure that people using our facilities or services are happy with the way we deal with their complaints, comments and compliments.

The Company believes that if someone wishes to give a compliment, make a comment, raise a complaint or register a concern, they should find it easy to do so. It is our policy to welcome complaints as well as comments and compliments and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by anyone are taken seriously.

The Company believes that if complaints are not listened to, it will only result in the problems getting worse. People using our services would feel more dissatisfied and regulatory or legal action might follow. The Company supports the concept that most complaints, if dealt with early, openly and honestly, can be sorted out at an early stage between just the Company and the complainant. If this fails due to either the Company or the complainant being dissatisfied with the result, the complaint will be referred to the Charity Commission and legal advice will be taken if necessary.

Procedure and Guidance

The Company will ensure that:

- People know how to complain, comment or compliment about anything or anyone at the the Company.
- It is easy for anyone to comment, compliment or complain if they want to.
- We deal with complaints promptly, fairly and sensitively, keeping in mind the stress that they can cause to the person making a complaint or to staff.
- We learn from comments, complaints and compliments to help us improve our services and reduce the level of complaints in future.

Definitions

Comment A comment is positive or negative feedback about our service; a formal response is not needed to a comment.

© Ronecare Limited

Company/Organisation Name registered with the CQC

This policy was implemented/reviewed on ? The date of the next review is ?

This model requires the approval of the purchaser prior to implementation

Complaint A complaint is when someone shows dissatisfaction or concern about our services or about anyone at the Company; it can be oral, written, justified or unjustified and a response is needed; the response may be a corrective action, an oral explanation or a written reply.

Compliment A compliment is an unsolicited expression of thanks or praise for a member of staff, the service or the Company as an organisation, volunteers, staff, our service or the Company as a whole.

Formal complaint Either a complaint that cannot be resolved quickly when it is made, or one where the complainant has requested a formal, written response.

Informal complaint A complaint that can be resolved quickly at first point of contact, and where the complainant does not want a written response.

Making a Comment

Anyone can make a comment to the Company. All comments will be recorded and be investigated, and we will take action as required. Comments on areas of strength or weakness are used to continuously improve our service. Comments should be sent to the Company via email.

Giving a Compliment

Anyone who has had a contact (in any form) with the Company or has used any of the Company's service or facility can compliment a member of staff, a volunteer, our service or the organisation as a whole. Compliments are passed on to the Board of Directors, staff and their line manager, and are used to identify areas of good practice we can learn from. Compliments should be sent to the Company via email.

Making a Complaint

Anyone can make a complaint, including:

- Clients
- Family members or informal carers of clients (i.e. their wider support network)
- People living/working near where the Company's services are being delivered
- Visitors
- Third parties, such as an MP or a Councillor, the Citizen's Advice Bureau or other advocate
- Anyone else who has direct contact with the Company or its staff

Policy standards

- A named person will be responsible for managing the complaints. The named complaints manager with responsibility for following through complaints is, in the first instance, the Registered Manager. If they are unavailable to handle the complaint, the Deputy Manager will do so instead.
- Where the complaint directly relates to the Registered Manager and/or Deputy Manager and thus precludes them from investigating themselves, it will instead be handled by the Board of Directors.
- Should the complaint directly affect the Registered Manager and the entire Board of Directors, the Company will consider whether the complaint is of sufficient magnitude to warrant engaging an external, independent professional or body to handle it. If not, an internal review will be deemed sufficient.
- Every formal (oral or written) complaint will be acknowledged within three working days.
- Investigations into formal (oral or written) complaints will be completed within one month.

© Ronecare Limited

Company/Organisation Name registered with the CQC

This policy was implemented/reviewed on ? The date of the next review is ?

This model requires the approval of the purchaser prior to implementation

Training

The Company Board of Trustees will nominate a Manager who will be responsible for organising and co-ordinate training. All staff will be trained in dealing with, and responding to, complaints.

Complaints policy training will be included in the induction training for all new staff/volunteers and inhouse training refresher sessions on handling complaints should be conducted at least annually and all relevant staff must attend.

Complaints Procedure A: Oral Complaints

- We take all oral complaints seriously; it does not matter if they seem small or unimportant.
- The staff member/s who receive an oral complaint should seek to solve the problem immediately if possible.
- If the staff member/s cannot solve the problem immediately, they should offer to get the Registered Manager to address the problem in a timely fashion
- All contact with the complainant should be polite, courteous and sympathetic.
- At all times staff should remain calm and respectful.
- Any staff member/s should not accept blame, make excuses or blame others.
- If the complaint is being made on behalf of the complainant by an advocate it must first be verified that the person has permission to speak for them, especially if confidential information is involved.
- After talking the problem through, the member of staff dealing with the complaint should suggest how the complaint might be resolved. If the suggested action is acceptable as a resolution then the member of staff should clarify the agreement with the complainant and agree a way in which the results of the complaint will be communicated to the complainant (that is, through another meeting or by letter).
- If the complainant does not accept the suggested resolution, then the member of staff should ask the complainant to put their complaint in writing to the Company and give them a copy of the complaints procedure and form for completion
- In both cases details of the complaints should be taken on a complaints form and submitted to the Company Office.

Complaints Procedure B: Written Complaints

- When a complaint is received in writing it should be passed on to the named complaints manager who should record it in the complaints book and send an acknowledgment letter within two working days. The complaints manager will be the named person who deals with the complaint through the process.
- If necessary, further details should be obtained from the complainant.
- If the complaint raises potentially serious matters, advice should be sought from the Board of Directors. If legal action is taken at this stage, any investigation by the Company under the complaints procedure should stop immediately.
- If the complainant is not prepared to have the investigation conducted by the Company, he or she should be advised to contact the appropriate regulator (i.e. local authority and/or Care Quality Commission) and given the necessary contact details.
- As soon as the written complaint is received, the Company should start an investigation and within one month should be in a position to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned.
- If the issues are too complex to complete the investigation within one month, the complainant should be informed of any delays.
- If a meeting is arranged, the complainant should be advised that they might, if they wish, bring a friend or relative or a representative such as an advocate.
- At the meeting a detailed explanation of the results of the investigation should be given and, if appropriate, also an apology (without the admission of liability).
- Such a meeting gives the Company the opportunity to show the complainant that the matter has been taken seriously and has been thoroughly investigated.
- After the meeting, or if the complainant does not want a meeting, a written account of the

© Ronecare Limited

Company/Organisation Name registered with the CQC

This policy was implemented/reviewed on ? The date of the next review is ?

This model requires the approval of the purchaser prior to implementation

investigation should be sent to the complainant. This should include details of how to approach the appropriate regulator (i.e. local authority and/or Care Quality Commission) if the complainant is not satisfied with the outcome.

Monitoring and Learning

- The outcomes of the investigation and the meeting (if any) should be recorded properly and any shortcomings in the Company procedures should be identified and acted upon.
- The Company will discuss complaints and their outcome at a formal business meeting of the Board of Directors.
- The Board will monitor all comments, compliments and complaints in terms of number, sources, patterns (if any), lessons learnt or to be learned and time taken to resolve the complaints and will also review the relevant the Company policies and procedures every year.

KLOE Reference for this Policy	Regulation(s) directly linked to this Policy	Regulation(s) relevant to this Policy
Responsive	Regulation 16: Receiving and acting on complaints	Regulation 12: Safe care and treatment Regulation 17: Good governance Regulation 20: Duty of candour

This policy has been reviewed by

Print Name:

Signature: