

## **Statement**

The Company are committed to maintaining a high standard of service delivery and promoting a positive environment for all Service Users and their relatives or representatives to feel confident to utilise our Complaints procedure. We recognise that complaints are a positive feedback tool to support service improvement.

We have developed an effective procedure for identifying, receiving, handling and responding appropriately to complaints and comments made by Service Users, or persons acting on their behalf, in relation to the carrying out services. (Illustrated on page 3 of this policy)

We ensure that comments and complaints are listened to and acted on effectively and in a timely manner and will ensure that no person will be discriminated against for making a complaint.

## **Good Practice Guidelines**

Service Users will be aware of how to make a complaint and advised what action will be taken in response to individual complaints. Advice for Service Users, detailing this complaints procedure can be found in the Service Users Guide. Service Users and carers should feel able to complain and feel confident that their complaint will be dealt with in a positive manner.

Service Users who wish to complain about the service received from the Company should follow the steps listed below and if possible discuss the problem with the manager who will do his/her best to resolve the problem quickly to their satisfaction.

Complaints can be made in person, in writing or by telephone and should be addressed to the Proprietor or manager of the Franchise office that provides their service.

Complaints should be confirmed in writing and logged in a manual held in the office and detail the following basic information:

- Which service the complaint is about
- What happened
- Where and when it happened
- Who was involved
- What the Service User expectations are

Service Users are to receive an acknowledgement within two working days of lodging their complaint. All investigations must be recorded and Service Users updated regularly as to the progress of the investigation. Any action to be taken should be discussed and agreed with the Service User where appropriate, or in the case where the Service User is a child, this will be discussed and agreed with the child's parents or guardian. The service should endeavour to resolve all complaints within 28 days.

The Service User may wish to ask a friend or relative to write out the complaint which, if possible, should be signed by the Service User. Alternatively, the

Care/Branch Manager or Proprietor can help the Service User to put the complaint in writing. He or she will give the Service User a copy so that it can be agreed that it is an accurate account before it is signed.

If the Service User feels unhappy about making the complaint and they do not know someone who is prepared to advise the service of their complaint, the Company should find someone from an independent organisation to act as an advocate for the Service User.

Care/Branch Managers must ensure that all information regarding complaints will be made available to the respective Care Regulatory Body, if and when requested.

Franchisees and Care/Branch Managers must read this policy in conjunction with the Problems, Complaints, Compliments and Improvements Procedure (PCCI) held on ISOActiv.

If the Service User does not receive an acknowledgement or a reply to their complaint from the Franchise office or Branch that provides their service they can contact **Carewatch Care Services, Building 420, 2nd Floor, Block C Silbury Court East, Silbury Boulevard, Milton Keynes, MK9 2AF. Tel: 0844 482 5003.** Carewatch Central Services will then check that the Complaints Policy & Procedure is being followed by the Franchise office.

Complaints may also be made to the Local Authority and or Regulatory Body at any time. Contact details for both are clearly printed at the front of the Service Users Guide

Once a complaint has been fully dealt with by the local Branch/Office, if the Service User is still not satisfied with the outcome they must be advised that they can complain to the Local Government Ombudsman (LGO). The LGO provides a free, independent service. The Service User can contact the LGO Advice Team for information and advice, or to register their complaint on:

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.

The LGO service is registered with and regulated by the by the relevant Regulatory Body. The Regulatory Body cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time.

Complaints/Comments Flowchart, illustrated below.

## COMPLAINTS/COMMENTS FLOW CHART

COMPLAINT RECEIVED AT THE FRANCHISE OFFICE OR BRANCH

