

TD Homecare Services Limited

3 Whittingham Place, The Avenue
Freshwater, Isle of Wight, PO40 9UR

Complaints, Concerns and Compliments Policy and Procedure

Policy Statement

We are required by law to have an effective system in place to identify, receive, handle and respond appropriately to complaints, concerns, comments and compliments made by service users, or persons acting on their behalf.

To this effect we have an effective system in place to manage complaints, concerns, comments and compliments that complies with any legal requirements, regulations, guidelines and best practice.

We believe complaints to be an expression of dissatisfaction requiring a response, communicated verbally, electronically, or in writing. Complaints may be made by any users of the service, their family or advocate acting on their behalf, with their consent or in their best interests

We take complaints seriously and will aim to put things right that have gone wrong and learn lessons to avoid the problem happening again.

We acknowledge that all verbal complaints or concerns, no matter how seemingly unimportant, will be taken seriously.

Complaints or concerns by staff will be addressed via the Grievance process.

Where a complaint or concern is raised that relates to a service user being harmed or likely to be harmed, we will follow our Safeguarding Policy and Procedures in addition to the complaints procedures, seeking advice and guidance from the Local Authority Safeguarding Adults team. We will also notify CQC in line with our statutory duty.

We understand our statutory obligations in respect of the Duty of Candour and will ensure we follow our policy and procedure.

Policy Aims

We aim to ensure that our complaints, concerns and compliments process is fair and transparent and does not discriminate directly or indirectly, with the complainant feeling free to complain without fear of reprisals and that they are treated with courtesy, respect and compassion.

We will ensure that we will bring our complaints, concerns and compliments procedure to the attention of service users and people acting on their behalf in a suitable manner and format

We will facilitate the making of complaints when one is being made and fully investigate all complaints and (where relevant) work with other services where the complaint is of a joint nature to address the issues raised

We will ensure that service users have access to and the help of an independent advocacy service, which they might need to make a complaint where they lack the capacity or means to make the complaint without such assistance. An advocate can assist the person at all stages in the complaints process.

Policy Objectives

To improve the quality of Service User's experience and ensure complaints and concerns can be raised without fear of reprisal.

To ensure that all complaints and suggestions are promptly addressed, resolved and shared within the agreed timescales to ensure lessons are learnt and the learning improves service quality and delivery.

To ensure staff at all levels within understand their roles and responsibilities with regard to handling complaints, concerns and compliments.

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Principles of Handling Complaints

1. Service users, their representatives and carers are always made aware of how to complain and that there are easy-to-use opportunities for them to register their complaints.
2. The service will protect Service User's right to confidentiality.
3. The service will ensure that alternative methods of communication are available so that the complaints and suggestions procedures are accessible for Service Users who experience difficulties with communication or whose first language is not English.
4. A named person is always responsible for the administration of the procedure and will be the main contact for receipt, investigation and management of complaints.
5. Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to service users and those against whom the complaint has been made.
6. This policy will be followed when any dissatisfaction arises with the service.
7. The service will ensure that service users are given information about external sources should they feel their complaint has not been handled appropriately by the service and will follow the Local Government and Social Care Ombudsman best practice.

Management Responsibilities

The management team is responsible for ensuring compliance with this policy, regulations, improvement planning and having arrangements in place to provide relevant reports and information regarding complaints

Staff Roles and Responsibilities

Staff will be supported to understand the importance of the complaints procedure and appreciate that any feedback from Service Users or their representatives that is of concern needs immediate resolution, where possible, to their satisfaction.

All staff will be given access to the complaints policy and procedure.

Record Keeping

The management team will ensure that all details associated with any complaints and concerns are recorded clearly and accurately. The records are kept securely and in line with our processes for confidentiality. Reports are made as required to the Care Quality Commission and other safeguarding agencies involved.

Quality Assurance

The management team will review all concerns and complaints as part of its quality monitoring and improvement procedures to identify the lessons learned.

Duty of Candour

The management team will ensure that they always act in an open and transparent way with service users and the people closely involved in their care.