

# COMPLAINTS PROCEDURE

## AIM AND OBJECTIVES

We aim to provide an exemplary service to the clients in our care. If either our client or a member of their family have occasion to be concerned or anxious about any aspect of care, please do not hesitate to speak to either a senior member of staff or the manager. Every effort will be made to resolve the problem or clarify any misunderstanding.

## PROCEDURE

The most important factor when dealing with complaints or incidents in the care setting is that IMMEDIATE ACTION is taken. The manager undertakes to respond to all complaints with appropriate urgency – usually within 5 days but at least within 28 days of a complaint being received. The manager or another person will deal with all complaints from clients in charge. They will be investigated and appropriate action taken to resolve the matter to the satisfaction of all parties. Serious complaints will be reported to the Care Quality Commission.

All clients are furnished with a copy of our complaints procedure and details of how to make a formal complaint can be found on notice boards throughout the home. Staff are asked to adhere to the following procedure if a client makes a complaint to them:

- a) All complaints received by staff should be immediately reported to the manager, person in charge or senior staff on call.
- b) The complaint should be recorded within 24 hours in the Complaint Record book and full details included.
- c) If appropriate the complaint should be referred to the relevant CQC Office within 24 hours using the Regulation 37, notification form which can be found in the General Administration Policy documentation.
- d) Managers will agree an action plan with the complainant and set up appropriate review dates.
- e) Review dates will be entered into the office diary when the complaint will be reviewed and any further action taken will be recorded on the Periodic Review section of the forms.
- f) When the complaint is resolved to the satisfaction of all parties, the Periodic Review form will be signed off and the complaint record filed on the complainant's personal file.

Clients who wish to make a complaint about the home, which they do not feel able to direct to the home's management, may contact the Care Quality Commission (CQC), the Local Authority (LA) or the Clinical Commissioning Group (CCG) directly. Details are below:

Everyone	Where care is commissioned by the LA	Where care is commissioned by the NHS
Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA  Tel: 03000 616161 Fax: 03000 616171	Adult Social Care Complaints Enterprise House St Cross Business Park Isle of Wight Council Monks Brook Newport Isle of Wight PO30 5WB  Tel: 01983 823340	Head of Continuing Healthcare Dawn Berryman Isle of Wight Clinical CCG Building A The APEX St. Cross Business Park Newport Isle of Wight PO30 5XW  dawn.berryman@iow.nhs.uk Tel: 01983 823340

