

**Appleford Ltd - Daneswood**

**STATUS: POLICY**

**SUBJECT: CONCERNS, COMPLAINTS and COMPLIMENTS**

**Introduction**

Appleford Ltd aims to provide a high quality service in partnership with our Service Users, relatives and others and to actively seek their opinion regarding the quality of services provided.

Concerns, complaints, compliments or suggestions for service developments are a measure of Service Users' satisfaction and should be used to improve the quality of our services. Those who have concerns or complaints should feel these can be voiced and that they will be taken seriously. There is a difference between a concern and a complaint: concerns may be aired less formally, and the process of discussion may resolve the issue. A complaint is an expression of dissatisfaction that requires a response – either to explain Daneswood's position or to put right what may be wrong.

The organisation will:

- Record compliments and ensure that they are brought to the attention of all staff to encourage and develop staff.
- Resolve any concerns or complaints as fully and quickly as possible. The information gained will be used to improve the quality of services and be part of the Annual Review process.

Appleford Ltd welcomes any constructive comments which may enable us to ensure that the services we provide match Service Users needs and expectations. If anyone is unhappy with the services received or there is any cause for concern or complaint about the delivery of care or services, the issues can be addressed:

1. Speak to or write to the Manager or the person in charge, identifying your concern or complaint. Your communications will be recorded. Where made in person, it may be possible for the issue to be resolved in the course of raising your concerns by provision of a satisfactory explanation. Equally, agreed action may be taken to resolve the matter.
2. Anonymous complaints are not useful and will not lead to a satisfactory resolution.
3. If the matter raised is of a serious nature requiring further investigation, the Manager will write and advise you of the action being taken in response to your

complaint. Within 28 days you will be contacted again to advise you of any progress or the outcome.

4. If you are not satisfied with the way the Manager has dealt with your complaint, please write to:

Dr Peter Gardner  
Appleford Ltd  
Appleford School  
Shrewton  
Nr Salisbury  
Wiltshire  
SP3 4HL

5. At any stage in the process or, If you are still not satisfied that your complaint has been resolved, you may wish to contact the Care Quality Commission:

Care Quality Commission  
South West Region  
City Gate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Tel 03000 616161  
Fax 03000 616172  
[enquiries.southwest@cqc.org.uk](mailto:enquiries.southwest@cqc.org.uk)

Jerry Brown

March 2011

Reviewed Dates	December 2006
	December 2007
	December 2008
	December 2009
	December 2011

**Appleford Ltd – Daneswood**

**STATUS: PROCEDURES**

**SUBJECT: CONCERNS, COMPLAINTS and COMPLIMENTS  
(PROVISION FOR SERVICE USERS)**

**Concerns or Complaints**

A concern or complaint is an expression of dissatisfaction from a Service User their representative or any other person visiting the service.

The **Complaints Procedure** is designed to:

- Be easily accessible
- Be simple to understand and use
- Allow quick handling of complaints within requires time limits
- Ensure all involved are kept informed
- Ensure a full and fair investigation
- Address all points at issue and provide an effective response
- Provide information to manager and staff so that services can be improved

**Monitoring of Compliments and Complaints**

The regular monitoring of compliments and complaints is part of the organisation's quality assurance programme.

Complaints will be monitored by the Senior Management Team in order to:

- Monitor the effectiveness of the compliments, concerns and complaints procedure
- Consider trends and any remedial action required.
- Consider any lessons which could be learnt to enhance the development of services and essentially, service improvement

**Compliments**

A compliment is an expression of satisfaction by a resident, relative or anyone accessing our services. It is an expression of gratitude or appreciation to staff for the quality of services provided.

In order to recognise the level of appreciation, a record of all forms of compliment will be retained in the residential home. This will include letters or cards, gifts and donations. This record will be available for inspection.

**Comments and Suggestions**

In addition, the intention is to promote feedback from residents and anyone who gains access our services. It is the intention that residents and relatives and

professionals will have the opportunity to raise issues at regular meetings with staff in the course of day-to-day contact with staff and the Manager.

**PROCESS FOR DEALING WITH CONCERNS AND COMPLAINTS:**

All concerns/complaints, verbal or written, must be treated seriously and recorded immediately in writing. The complaint will be investigated thoroughly, fairly and quickly.

Issues raised directly with the person in-charge should be dealt with immediately and supportively. It may be possible to provide a satisfactory explanation or answer in order to resolve the issue of immediate concern. This may include an agreed plan of action.

If the issue of concern is not immediately resolved or if of a serious nature requiring further investigation or where a complaint has been received in writing, inform the Manager or Senior person on duty as soon as possible.

A complainant who is unable to write should be offered the facility for their complaint to be transcribed and other modes of communication should be offered (audio, video, sign language etc). The person rendering this service should be a Senior Member of Staff, but never the person against whom the complaints are directed.

Any member of staff involved in a complaint should be fully informed of any allegation at the outset.

The Manager must send a letter of receipt to the complainant within five working days. Where the complaint is of a serious or complex nature, requiring further investigation, the draft letter should be referred to the Senior Management Team before being sent out.

The Care Quality Commission (CQC) and Placement Officers/Social Worker should be contacted within 24 hours, where appropriate. CQC may decide to conduct their own investigation if they consider that there may be a breach of regulations. Reporting to the CQC is the responsibility of the Manager.

Immediate action must be taken to fully investigate the circumstances of any complaint. All parties involved should be approached in order to get a complete account. A full documented record must be retained.

**If the complaint involves allegations of abuse, the policy on the Protection of Vulnerable Adult applies and the matter should be referred immediately to the Service Manager who would then contact the Adult Protection Team and CQC.**

The results of the investigation should be sent to the CQC within 7 days, unless there is unavoidable delay, which should be discussed with the designated Inspector.

Once the investigation is completed, the Manager should reply to the complainant immediately. It is important to avoid complicated technical terms, if the complainant may not understand when completing final report. Included with the letter there should be a copy of the Concerns and Complaint Policy. This will identify further action that may be taken by the complainant if the complaint has not been satisfactorily resolved.

Actions should be identified to prevent a recurrence, including any training and quality improvement issues.

**As soon as the management of the complaint has been brought to a satisfactory conclusion, all records must be filed and entry made in the Complaints Book.**

Jerry Brown  
February 2008

Reviewed Date      February 2009  
                                 December 2009