

## **St Dominics Residential Home**

London Road, Kelvedon, Colchester, Essex, CO5 9AP

Phone: 01376 570359 Fax: 01376 573668

## **Complaints, Suggestions and Compliments Policy and Procedure**

# **THIS IS OUR POLICY AND PROCEDURE FOR COMPLAINTS, SUGGESTIONS AND COMPLIMENTS**

## **PLEASE REFER TO THIS DOCUMENT FOR GUIDANCE AND PLEASE ASK FOR ASSISTANCE AS REQUIRED**

### **Purpose**

- The Registered Provider operates an effective mechanism for the receipt, recording, investigation and resolution of all complaints, in order to comply with the regulations.
- The arrangements for investigation of complaints are fair and transparent.
- Complaints and suggestions from Service Users or their relatives are a valued source of information regarding the quality of our service, and are a primary source of information regarding possible abuse.
- Care Quality Commission and Local Government Ombudsman guidelines are adhered to.

### **Scope**

- Service Users.
- Relatives.
- Other professionals/ outside agencies.
- All employees.

### **Policy**

- In all cases complaints and concerns shall be treated seriously in a sensitive and confidential manner.
- Complaints and suggestions will be handled in such a way as to first of all reach a satisfactory outcome with the complainant.
- A copy of this complaints procedure will be given to all Service Users and their representatives at the beginning of the service, and copies will also be made available throughout the service.
- All formal or serious complaints will be investigated by a person not related to the immediate source of the complaint.
- The recording of complaints will not be confined to “serious” or “substantial” complaints. The existence of records for complaints of an apparently minor nature is an indication of the effectiveness of the procedure, the openness of the culture of the organisation and its employees, and their vigilance in the area of abuse.

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- Complaints will be recorded centrally in order to identify any pattern of complaint relating to all or a group of Service Users. This record will contain minor complaints in addition to serious complaints.
- The central information, with regards to complaints, suggestions and compliments, will be regularly reviewed and analysed. The summary will be regularly considered by the Management Meeting for quality assurance purposes.
- Compliments will be recorded centrally.
- Employees who are the subject of a complaint should not communicate directly with the complainant unless accompanied by a senior member of staff, unless requested directly to do so by the complainant.
- Where the complaint gives rise to concerns regarding the wellbeing of one or more Service Users, serious consideration will be given to suspension of the person or persons complained about, and an investigation will be initiated immediately in order to identify any risk to the health and welfare of the Service User involved.

#### **Procedure**

- A complaint can be made by telephone, in writing, by email or in person. All responses will be made/followed up in writing.

Our contact details for the Home are as follows:

Address: St Dominics Residential Home Ltd  
London Road  
Kelvedon  
Colchester  
CO5 9AP

Telephone number: 01376 570359

Email: [tracy@stdominicsrh.co.uk](mailto:tracy@stdominicsrh.co.uk)

- The registered manager is responsible for dealing with all complaints. In the absence of the registered manager, a senior member of staff will act on the managers behalf as appropriate. Upon their return the manager will review any complaints, suggestions and compliments.
- The Home will respond to complaints either in full or to acknowledge that it will be investigated by email or in writing within 24 hours of the complaint being made. Telephone conversations are not sufficient in themselves, as they do not constitute a proper record.
- The Home will update the complainant in writing about progress during the investigation.
- The complaint procedure will be publicly available.
- Investigations and outcomes will be recorded on the complaints form.
- All employees are warned that written complaints recording rules must be complied with, and those records held where they are freely available to supervisors and managers. Any attempt to conceal a complaint may give rise to formal disciplinary action.
- The complainant will be requested to sign to indicate agreement with the outcome.

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- In the event of a continued disagreement which cannot be resolved internally, the complainant has the right to refer their complaint to an appropriate external authority, such as the Local Government Ombudsman, funding authorities such as Social Services or NHS or an independent advocacy service. The complainant also has the right to alert the Care Quality Commission. The Registered Manager will support the Service User to contact an appropriate independent advocate if the Service User shows any signs of being unable to fully make, or further pursue, the complaint.
- Once a complaint has been fully dealt with by St Dominics Residential Home, if the complainant is not satisfied with the outcome they can complain to the Local Government Ombudsman (LGO). The LGO provides a free, independent service. You can contact the LGO Advice Team for information and advice, or to register your complaint.

Contact details for the LGO are as follows:

Telephone number:	0300 061 0614
Email:	advice@lgo.org.uk
Website:	www.lgo.org.uk

The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Our service is registered with and regulated by the CQC. The CQC cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time. You can contact the CQC at:

Address:	Care Quality Commission (CQC) Citygate Gallowgate Newcastle upon Tyne NE1 4PA
Telephone number:	03000 616161
Email:	tracy@stdominicsrh.co.uk

### Monitoring

- A complaints log is held detailing subject matter and outcomes.
- An annual report is compiled following analysis of complaints received during the previous twelve-month period.

### Useful Contact:

Independent Advocacy Services

Essex Advocacy offer independent, qualified advocacy support across a range of issues for residents of Essex. Their contact details are as follows:

Telephone number:	0300 345 736
Website:	www.essexadvocacy.org.uk