Complaints and Concerns

Policy and Procedure

COMPLIATION DATE:

COMPLIED BY:

S. NEERMUL, C. JOHN

REVIEW DATE:

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Review / Amendment Data

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**Complaints and Concerns Policy and Procedure**

**Aim**

Harbour Supported Living Services Ltd strives to put people who access our services, and/or their representatives, at the centre of efforts to resolve issues they might have raised. We recognise the importance of listening to the experiences and views of those we support, particularly if they are unhappy and we want to make it as easy as possible for them to let us know their views.

**General Principles**

Harbour Supported Living Services Ltd adopts a person-centred and resolution-based approach to concerns and complaint handling. This means that there is less emphasis on a formal procedure and more focus on working together to achieve a satisfactory and appropriate resolution, in proportion with the nature and complexity of the individual complaint. Harbour Supported Living Services Ltd uses the following principles as guidance and framework to respond to all complaints and concerns:

**Open** – All complaints and concerns will be welcomed at any time, to any member of staff. All staff will be trained by their managers to understand the Complaints and Concerns Policy and guide complainants through the process.

**Clear** – Harbour Supported Living Services Ltd will ensure information about voicing concerns and making complaints is accessible to all. The representation and the way in which complaints will be handled will be agreed at the start with the complainant. Our processes will to be to use an informal and formal complaints procedure.

**Responsive** – The needs of the complainant and/or person we are supporting will be taken into account in determining the method of addressing their concerns.

**Flexible** – The complaint/representation handling will be determined by the nature of the complaint or concern and views of the complainant.

**Proportionate** – The efforts to resolve and time taken in addressing the issues raised will reflect the significance of those issues.

**Complaints & Concerns Policy & Procedure Accessible** – A concern or a complaint can be made verbally, over the phone, email or in writing. The procedure will be easy to access and use. Our process is made accessible for anyone to see on our website at [www.harboursupport.co.uk](file:///%5C%5CLS-WSXL5EE%5Cshare%5C01%20-%20New%20Harbour%20Format%5Cwww.harboursupport.co.uk). Anyone in our service who may have sensory disabilities or special needs or those who require an independent advocate to speak for them should be provided with the support they need from their Key Worker to express a concern or complaint.

**Resolution-focussed** – At all points through the process we will look for a resolution.

**Review and Feedback** – For true collaboration and resolution to take place, Harbour Supported Living Services Ltd aims to review all complaints and concerns received annually. The information gathered will be reviewed to ensure the complainant was satisfied with the handling of their complaint or concern. Where appropriate, telling the complainant about the lessons learnt and any changes made to services, guidance or policy. In addition, numbers of complaints are also reported quarterly to the Directors and senior management.

**Seeking Continuous Improvement** - Harbour Supported Living Services Ltd aims to monitor trends and patterns in complaints and concerns raised by people we support to facilitate measuring the effectiveness of our services and establish whether the complaint or concern was handled in accordance with our policy including time scale. Trends also assist early detection of potential systematic problems. The feedback and lessons learnt from complaints and concerns can assist in improving our service design and delivery.

How to give feedback, complain or express a concern

Harbour Supported Living Services Ltd is keen to receive feedback, and resolve any concerns and complaints as soon as possible.

**Feedback** – Harbour Supported Living Services Ltd encourage all feedback on how we are doing. Questionnaires are provided annually, however, we are open to feedback at any given time. This can be done verbally, in writing or by email : [harbourservices@btconnect.com](file:///%5C%5CLS-WSXL5EE%5Cshare%5C01%20-%20New%20Harbour%20Format%5Charbourservices%40btconnect.com) .

**Informal Complaints and Concerns** – Many concerns or complaints can be resolved informally. In the first instance contact Harbour Supported Living Services Ltd, and if you feel able, speak to the member of staff who is working with you or ask to speak to their manager, who will aim to resolve the issue. They will offer you the chance to fill in an **Informal Complaints & Concerns Form** or if required will write down what you say. A proposed plan of action or response should be agreed **within 7 days**. If you are unhappy or do not wish an informal solution, you may pursue a formal complaint.

**Formal Complaints and concerns** – Tell a member of staff you wish to make a formal complaint. The staff member should ensure that they bring the complaint to the Service Manager as quickly as possible. A **Formal Complaints Form** should be completed if possible, with support as required. The complaint can be sent via email: [harbourservices@btconnect.com](file:///C%3A%5CUsers%5CUser%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CINetCache%5CIE%5CJAGDW9LV%5Charbourservices%40btconnect.com) Or via post to:

Service Manager

Harbour Supported Living Services Ltd

170 Seabank Road

Wallasey

WIrral

CH45 1HG

Formal Complaints Process

1. Once received, complaints will be acknowledged by the Service Manager within **3 working days**.
2. The Service Manager will have sight of the formal complaint so that they can investigate the issue in full.
3. A formal response will be provided to the complainant within **28 working days**.
4. If the investigation takes longer than 28 days, a progress report should be offered every **10 working days** by the Service Manager.
5. During the course of the investigation, a meeting will be offered by the Service Manager so the complaint can be fully discussed. The complainant, if it is someone accessing our services, should be advised that they may, if they wish, be accompanied by a relative or a representative and every effort will be made to ensure that such a meeting is accessible to those with sensory disabilities or other special needs.
6. If the complainant is unhappy with the response, the complaint can be referred to the Board of Directors.
7. In case of a referral, a response will be provided within **20 working days**.
8. If the complainant is unsatisfied with the response, the matter can be referred to Wirral Adult Social Services or the Care Quality Commission (CQC) as appropriate .

 **Department of Adult Social Services**

 Old Market House

 Hamilton Street

 Birkenhead

 CH41 5AL

 Tel: 0151  666 4810

**CQC**

National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel. 03000 616161

Further advice and guidance can be sought from Wirral Advocacy (0151 650 1530), Central Advise Duty Team (0151 606 2006).

9. If you are not satisfied with the outcome of Wirral Council's complaint investigation you can take your complaint to the [Local Government Ombudsman](http://www.lgo.org.uk/).

 **Local Government Ombudsman**

 PO Box 4771, Coventry, CV4 0EH

 Tel. 0300 061 0614

 Text: 0762 480 4299 (please text ‘call back’)

 Fax: 024 7682 0001

 http://www.lgo.org.uk

10. **Six weeks** after the complaint has been resolved, the Service Manager will contact the complainant either in writing or via phone to evaluate the complaint handling process from the view of the complainant.

**Management Duties**

Service managers have a duty to ensure that all their staff are aware and familiar with this Complaints and Concerns Policy and Procedure. The Service Manager will ensure that everyone Harbour Supported Living Services Ltd support and prospective people are given full details of the Complaints and Concerns Policy and Procedure, in a format which is accessible and understandable to them. Service Manager will respond to all complaints according to this process, treating all complaints fairly and impartially and will assist in keeping complainants informed at all stages. A record of all details of complaints will be kept in the appropriate Complaints Log. Reviewing the history of complaints by the service manager on a regular basis to establish and investigate any trends or patterns will contribute to the continuous quality improvement and quality assurance processes in Harbour Supported Living Services Ltd. Harbour Supported Living Services Ltd will ensure that this Complaints and Concerns Procedure is regularly reviewed to ensure that it remains ‘fit for purpose’ and has any necessary improvements made – all such reviews should include feedback and involvement from people accessing our services and their families (and CQC notified of any changes where that is appropriate).

**Staff Duties**

In line with Harbour Supported Living Services Ltd values, staff have a duty to respond to all verbal complaints in a friendly, reasonable and professional manner according to this policy. Complaints should be welcomed, suggesting ways to resolve the problem, offering to refer the complaint to their line manager or the Service Manager as required. Staff will advise people we support and their family carers about the Complaints and Concerns Procedure.

**Applicability and Scope**

This policy applies to all staff, people we support, visitors, volunteers and contractors without exception. All staff at Harbour Supported Living Services Ltd have responsibility for ensuring that they work within the remit of this policy and in the manner in which they have been trained.