

# Compliments, Concerns & Complaints

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### 1 Our Approach

Care2Communities aim to deliver the best possible services to you, our employees and other stakeholders.

Care2Communities believes that if a person wishes to make a complaint or concern, they should find it easy to do so.

We take a positive approach and welcome feedback on our services in the form of complaints, compliments, and comments. This information is extremely valuable as it can tell us how well we are doing and how we can improve our services.

Care2Communities look at compliments, concerns, and complaints as an opportunity to learn, celebrate, monitor and compare our performance in order to improve our policies, procedures and the quality of our services. It also reduces the likelihood of the same mistakes being repeated, contributing to value for money.

We do not see success as being a decrease in the number of concerns or complaints raised, as we see this as an example of our open and transparent culture.

We are transparent about complaints and concerns, and they lead to direct changes or trials of ways of working we want to test based on learning and findings.

We believe that failure to listen to or acknowledge complaints will lead to an aggravation of problems and dissatisfaction. We support the concept that most complaints, if dealt with fairly, openly and honestly, can be sorted at a local level between just the complainant and the Wellbeing Assistants. If it can't be sorted at a local level, the complaints procedure will be used.

## 2 Purpose

Care2Communities believe that if people we support, relative or advocate wishes to make a complaint or register a concern, they should find it easy to do so. It is our policy to look on complaints as an opportunity to learn, adapt, improve, and provide better services.

This policy is intended to ensure that all complaints and concerns are dealt with properly, promptly, and fairly.

As well as promoting a culture of openness and honesty, creating an environment where everyone is listened to.

## 3 Policy

This policy is to maintain and improve the quality of service provided by Care2Communities by ensuring that effective and appropriate action is taken upon receipt of compliments and complaints.

A key consideration is to plan flexibly within the parameters of this policy, treating each complaint according to its individual nature, with a focus on satisfactory outcomes, learning across Care2Communities and those lessons leading to service improvement.

Concerns raised by people using services, those close to them, and the team working in services provide vital information that helps us to understand the quality of the care we are delivering. As such, Care2Communities will ensure that everyone involved in the assessment, provision and management of any service is aware of how to report any concerns and knows how these concerns will be managed, a key part of this is the management of complaints received.

The policy is to clearly set out the standards all Care2Communities employees are to work to when managing any complaint received and ensures that all complainants are aware of their right to complain and are reassured that their complaint will be dealt with efficiently and effectively.

It is important to note that all complaints, concerns, and comments made by people we support, and their relatives or advocates are taken seriously, and that this policy applies to all people we support regardless of how their service is funded.

Other points to note when looking at this policy include:

- It is not designed to apportion blame, to consider the possibility of negligence or to provide compensation
- It is not part of Care2Communities disciplinary procedure
- It cannot be used to manage safeguarding alerts – all safeguarding alerts must be dealt with under the Safeguarding of Adults and Children Policy and will remain separate to the complaints procedure.

#### 4 Procedure & Guidance

## Compliments

This policy encourages all kinds of feedback. Anyone can complement a team member, a team or Care2Communities. Compliments are passed on to the team and the manager and are used to identify areas of good practice Care2Communities can learn from.

Compliments can be submitted verbally to any team member or in writing.

## Concerns

If you wish to raise any issues or concerns, we encourage people we support to raise them with any of the Wellbeing Assistants that offer them care and support. Wellbeing Assistants are trained and advised to record all feedback from the people they support, to attempt to resolve issues as soon as possible and to escalate issues appropriately.

However, if the people we support have an issue that they cannot or do not want to resolve with their Wellbeing Assistants, please contact the Wellbeing leader or Registered Manager.

## Making a complaint

If a Wellbeing Assistant is approached by an individual wanting to make a complaint, they should listen to the complaint and provide a copy of the complaint form. An explanation must be given about the various ways in which the complaint may be made. The complaint can be made either by the complainant, with the help of a Wellbeing Assistant or an advocate of the complainant's choice in the following ways:

- Using the complaint form, which can be filled in personally
- Writing a personal letter of complaint
- By email
- Making a formal complaint verbally, either in person or over the telephone  
(In this event, the person receiving the complaint must make a written record of the complaint, which is sent out to the complainant to be signed)
- Asking a representative to act on their behalf using any of the above routes.

Letters of complaint or completed Complaints Forms should be received by the office.

The individual making the complaint must be assured by the person they have contacted that they will be supported throughout the process, and as far as the procedures allow, their confidentiality will be maintained.

Details of who to contact and how you can contact them are at the end of this policy

## Receiving a Complaint

We aim to ensure that our complaints policy is effectively followed and implemented when required and that people we support, or others feel confident that their concerns or complaints will be fully investigated and acted upon fairly and promptly.

To achieve this, we will ensure that:

- Every complaint is acknowledged within 2 working days of receipt
- Complaints are dealt with promptly, fairly, and sensitively with due regard to the upset and worry that they can cause to both team members and people we support
- All complaints are investigated and responded to with an outcome within 28 days of receipt
- (If complaints cannot be resolved within 28 days, particularly if the issues are too complex to complete the investigation within the time frame or it involves several stake holders, the complainant will be informed and given anticipated time frames for on-going contact and resolution)
- Complainants receive an explanation as to what happened and why
- Complainants will receive an apology for any distress caused
- We learn from complaints received and because of this all people we support receive an improved service

## Acknowledging a Complaint

Complaints are investigated by a Wellbeing Leader (Unless the complaint relates to or involves the Wellbeing Leader, then this will be investigated by the Registered Manager)

Initially, the Wellbeing Leader will handle the complaint by:

- Informing the person, they are the named person responsible for keeping the complainant informed of the progress of their complaint, including if there are any problems encountered in completing investigations
- Discuss it with the complainant by phone or in person
- Work with the person to find out what solutions they want to happen to put things right and to resolve the problem, agreeing clear actions with them.
- Ensure that a written acknowledgement of the complaint is sent within 2 working days of the complaint being received. This acknowledgement will include how their complaint will be managed and advise them of the process that will be followed, providing details of the steps that will be taken to investigate and resolve the issues and concerns raised
- Will contact the complainant to gather any further information needed

The Wellbeing Leader will investigate a complaint in a manner appropriate to resolve it as efficiently as possible, proportionate to the seriousness of the complaint.

## Managing a Complaint

Once the complaint has been received and acknowledged it must be investigated fully.

The following processes will be completed in the investigation of a complaint:

- Where relevant the Wellbeing Leader will contact any third party involved in the complaint.
- If a complaint is received from a third party the Wellbeing Leader will contact the people, we support to explain the concerns raised and the process to be followed. Wherever possible the people we support should always be informed and participate in the receipt, management, and conclusion of complaints regarding their service
- (Please note in some instances it may not be appropriate to contact the people we support, this will be discussed with either the complainant or the third party and a decision will be taken with the reasons documented, this includes an assessment of capacity).
- Where relevant the Wellbeing Leader will contact any team members involved or implicated in the complaint to advise them of the concerns raised and what actions will be taken and anticipated time frames for resolution
- Where relevant the Wellbeing Leader will advise the individuals social worker or commissioner of the service, and where relevant will advise the regulator of the complaint received, and the plan of action to be taken
- Wherever possible the investigating officer should arrange a meeting with the complainant. At this meeting, the investigating officer should:
  - Apologise, which is not an admission of liability but instead an apology for any distress the situation has caused
  - Clarify the details of the complaint
  - Discuss and agree the appropriate actions to be taken
  - Agree timescales
  - Agree desired outcomes
  - Take minutes of the meeting
- Arrange to meet any team members involved or implicated in the complaint
- The person appointed must maintain contact with the complainant, informing them of progress being made and of any material changes to the way in which the complaint is being managed: for example, changes to the way the investigation is being carried out, or to the timescales previously given.
- For all complaints, the relevant appointed person will ensure that the complaint is appropriately documented and logged.

Records of all meetings must be kept with all other documentation relating to the complaint.

If your complaint cannot be resolved by the Wellbeing Leader, it would be passed to the Nominated Individual/Registered Manager for an investigation. At the end of the investigation, the manager will discuss the outcome and the most appropriate way forward

## Concluding a Complaint

Once the investigation has been completed, where identified, any actions must be implemented:

- Following the investigation, the Wellbeing leader and/or Registered Manager must take the necessary action to address the complaint raised and ensure that the service being provided is improved and the issue is resolved
- Where relevant the investigating officer must inform and communicate with any third parties as appropriate including team members of any amendments made to the service provision.
- Ensure that all actions taken, and information gathered during the process of the investigation are clearly documented on the required documentation
- We will work with the team so that we can learn from what went wrong and make any necessary changes to how we work.
- We will contact the complainant to inform them of any actions taken and to see if there is anything else we can do.

## Responding to a Complaint

Once the investigation has been completed a response must be sent to the complainant and other relevant third party.

This response should be:

- Provided within 28 days of the complaint being received unless an alternative time frame has been agreed due to complications in the investigation
- The letter should include:
  - Inclusive of reference to the acknowledgement letter a summary of the original complaint
  - Whether the complaint is upheld – in full or in part
  - An apology, as appropriate
  - A summary of the investigation completed
  - The outcome of the investigation, an explanation based on facts, detailing how the conclusion(s) were reached
  - What action have been taken or are to be taken including when the service will be reviewed again
  - What improvements are to be taken and what we are aiming to achieve
  - The process the complainant can take if they are not satisfied with the outcome

## Follow up

The Wellbeing leader and/or Registered Manager will get in touch with the complainant again a month later (or at a mutually agreed time) to check that they are satisfied with the outcome.

## Recording and reporting

When managing a complaint, a complaint record must be completed to ensure all required steps of the process are completed and documented. The use of this form ensures consistency both in the process followed but also the information gathered across Care2Communities.

We review complaint data and ensure that complaints are available to the Regulator or Local Authority for review should they undertake an inspection.

Complaints are held electronically, and information saved for each complaints includes:

- A copy of the complaint record
- Copies of any information and documentation gathered as part of the investigation
- Copies of communication with the complainant or any other third party
- The documentation required as part of the above process to include acknowledgement letter and letter of response

Copies of this information will may be maintained on the relevant persons file and as applicable some of the documentation will also be held on any team members file should the complaint be about a specific person/group of people. Where copies are not contained directly in persons/team members files a link to where the documentation can be found and a supporting note is added to the individuals file.

## Information sharing & learning lessons

Information relating to concerns and complaints is shared at the next Team Meeting

We have a transparent approach, information relating to compliments, concerns and complaints are shared at Team Meetings as part of our ongoing learning and is analysed to check for patterns and trends within the month and the year as whole.

We look in detail to identify patterns and trends, the whole team engages in developing lessons learned. Buddies support team members who have made mistakes, we have a no blame culture, due to the accountability and responsibility culture.

We encourage an environment of psychological safety to speak about unintentional or well-intended mistakes or incidents without fear of negative consequences. We prefer to know exactly what happened than to scare people into silence. This does not mean that we do not actively work to avoid mistakes or that we, tolerate poor performance. It does mean that we prioritise catching mistakes and problems early and that Wellbeing Assistants feel they have the autonomy to make decisions and to own any omissions, mistakes, or failures and expect to be supported by the team and the organisation as long as they are willing to take action to restore any harm done; help others to learn from their experience; and do what is necessary to ensure that similar incidents do not recur. However, unjustifiably repeating the same mistakes and omissions is clearly unacceptable.

This is one of the ways we show how we value honesty and transparency over maintaining a false image of perfect professionalism.

## How to make a compliment, concern, or complaint

1. You can ask any Wellbeing Assistant, representative or family member to help record your compliment, concern, or complaint by completing one of our forms:

[Compliment Form](#) or typing the URL into your web browser: <https://forms.office.com/r/UA9KWFZNXS>



[Complaint Form](#) or typing the URL into your web browser: or typing the URL into your web browser:  
<https://forms.office.com/r/kxhRyCryva>

Forms are automatically sent through to the team for them to review

2. Speak to any member of staff who provides you with care & support, they will record the details in the forms above.
3. Speak to the Wellbeing Leader who covers your area or you can contact them in the following ways:

Telephone: 0115 758 8719

Write: Unit 5 Riverbank Business Park, Old Grantham Road, Whatton in the Vale,  
Nottinghamshire, NG13 9FX

4. Speak to the Register Manager/Nominated Individual of the service or you can contact them in the following ways:

Telephone: 0115 758 8719

Email: [stacey@care2communities.co.uk](mailto:stacey@care2communities.co.uk)

Write: Unit 5 Riverbank Business Park, Old Grantham Road, Whatton in the Vale,  
Nottinghamshire, NG13 9FX

## If you aren't happy with the outcome of your complaint

Once your complaint has been fully dealt with by Care2Communities, if you are not satisfied with the outcome you can refer your complaint to the Local Government and Social Care Ombudsman (LGSCO) and ask for it to be reviewed. The LGSCO provides a free, independent service.

The LGSCO Intake Team can be contacted for information and advice, or to register your complaint in the following ways:

Telephone: 0300 061 0614

Website: [www.lgo.org.uk/adult-social-care/](http://www.lgo.org.uk/adult-social-care/)

(there are links to an enquiry form and a complaint form on this page)

Write: The Local Government & Social Care Ombudsman, PO Box 4771, Coventry CV4 0EH

The LGSCO 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 Care Quality Commission (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 CQC at in the following ways:

Telephone: 03000 616161



Website: [www.cqc.org.uk](http://www.cqc.org.uk)

Write: Care Quality Commission National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

## Easy Read

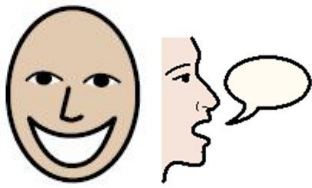
### What is a concern or complaint?

	<p>Telling us that you are not happy</p>
	<p>Telling us that you have a problem</p>

### Compliments, Concerns and Complaints

	<p>This guide tells you what to do if you want to say thank you for something Care2Communities has done which you think is good.</p>
	<p>It also tells you what to do if you want to complain about something at Care2Communities.</p>
	<p>Anything you tell us – good or bad, will help us to get better at what we do.</p>

## What is a compliment?

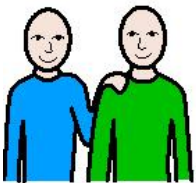


Telling us that you are happy, and we are getting things right for you.  
Saying thank you for a good service.



The person you tell will be pleased you have told them, and they will share this with the Wellbeing Leader & Registered Manager

## Who can make a compliment, concern, or complaint?



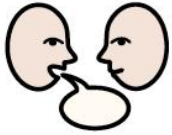
Anyone can tell us how they are feeling about what we do

## Someone can help you



A friend, family member, staff member or an advocate can help you tell us how you are feeling

## What will we do if you make a complaint?



We will ask you what you want to happen



We will listen to you

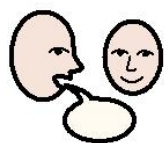


Try to fix the problem



Tell you what we have done about it

## How do you make a complaint?



First tell one of your Wellbeing Assistants.



If you are still unhappy, talk to the Wellbeing Leader, they will help you



If you are still not happy you can talk to the Registered Manager/Nominated Individual



We will tell you within 2 days what we are going to do about it

All complaints should be resolved in 28 days

If you are still not happy you can talk to the Managing Director

Local Government &  
Social Care  
**OMBUDSMAN**

If you are still unhappy you speak to somebody at the Local Government & Social Care Ombudsman



## Useful numbers and addresses



Wellbeing Leader

Telephone: 0115 758 8719  
Write: Unit 5 Riverbank Business Park  
Old Grantham Road, Whatton in  
the Vale, Nottinghamshire  
NG13 9FX



Stacey Danby  
Registered Manager/  
Nominated Individual

Telephone: 0115 758 8719  
Email: [stacey@care2communities.co.uk](mailto:stacey@care2communities.co.uk)  
Write: Unit 5 Riverbank Business Park  
Old Grantham Road, Whatton in  
the Vale, Nottinghamshire  
NG13 9FX

Local Government &  
Social Care  
**OMBUDSMAN**

Telephone: 0300 061 0614  
Website: [www.lgo.org.uk/adult-social-care/](http://www.lgo.org.uk/adult-social-care/)  
Write: The Local Government & Social  
Care Ombudsman, PO Box 4771,  
Coventry CV4 0EH



Telephone: 03000 616161  
Website: [www.cqc.org.uk](http://www.cqc.org.uk)  
Write: Care Quality Commission,  
Citygate, Gallowgate,  
Newcastle upon Tyne,  
NE1 4PA