

CONCERNS/ COMPLAINTS/COMPLIMENTS AND SUGGESTIONS

POLICY:

able2achieve is committed to hearing and responding to the service users, their families and other visits are given a voice. The service has a robust system for complaint management

Complaints are an invaluable tool in ensuring that able2achieve aims and objectives are achieved and are an integral part of its governance procedures. Our philosophy is to welcome any complaint, comment or suggestion for improvement as a positive tool in continuing self-improvement.

Such philosophy is a foundation stone in the clinical governance process. able2achieve is committed to resolving complaints in as timely and helpful way as possible. It guarantees that service user care will not be affected by a complaint that they have previously made.

PROCEDURE:

This organisation tries to work in a way, which is open, positive and inclusive. It welcomes comments and suggestions from service users and their representatives, friends and relatives.

It provides feedback forms and annual evaluative questionnaires to record any feedback so that the service is continually improved. Positive comments help identify positive area and to build on that success.

The organisation therefore undertakes to look into negative comments or complaints, as quickly as possible and to provide a satisfactory and timely response to the complainant without fear of repercussions.

It shall be the responsibility of support staff to ensure that all service users within their area are aware that complaints shall, in the first instance, be made to the Senior Learning Supporter on Duty in writing.

The Senior Learning Supporter shall attend to the complaint and shall then advise and evidence the information the Head Office, who will record in the Complaints Book, the date of the complaint, the name of the person who made the complaint and the action taken to resolve the complaint.

When the complaint is not resolved to the satisfaction of the complainant, the matter shall be brought to the attention of the Operations Manager by the Senior Learning Supporter and the complainant so advised. The Operations Manager shall attend to the complaint and then send an email notification to the head office to make the appropriate record in the Complaints file.

If the complainant considers that the complaint has not been satisfactorily resolved by the Operations Manager the complainant shall be advised to contact the Director at the head office.

If the complainant considers that the complaint has not been attended to by the above, then they shall be advised to contact the registration officer of the Care Quality Commission. The name of the officer and their telephone number should always be available at the entrance to the service.

If the complaint has been made to the Commission and the complainant is not satisfied with the outcome, then the complainant should be referred to the Social Services Ombudsman.

All service users and their visitors should be made aware of the able2achieve Complaints procedure, a version of which should be displayed prominently to staff. This will also be displayed in the Statement of Purpose.

The Complaints file shall be freely available for service users and visitors and Complaints forms shall be available for staff to complete, to ensure confidentiality and shall be used to further monitor the service.

The Directors should sign the Complaints file at least every month to ensure that entries are monitored and action taken.

The Senior Learning Supporter should keep all staff informed of concerns/complaints raised so that improvements can be made and standards remain high.

It is important that services demonstrate that they know how to operate this policy and therefore they should keep records in the Complaint file of verbal as well as



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written concerns/complaints and the actions taken to resolve these concerns/complaints.

Compliments

- It is important that all expressions of praise, comfort or appreciation from a service user, relative or service user's representative to any of our services are reported back to the appropriate member of staff.
- All compliments received either by telephone or letter will be registered and passed to the appropriate person or unit. Letters should be displayed in the thank you folder which should be displayed in reception and record made on the compliments log.

Suggestions

- Any suggestions you may have for the service, please place in the suggestion box. Records of all suggestions to be made on the Suggestions Log.

Associated Forms:

C01.07.a2a - Complaints Form – Held at Head Office

C01.40.a2a - Complaints Log – Held at Head Office

C01.41.a2a– Compliments Log – Held at Head Office

C01.42.a2a – Suggestions Log – Held at Head Office