



Complaints Policy and Procedure

By law, all Home Care Providers in England are responsible for making sure that the care they provide meets government standards of quality and safety.

The Care Quality Commission (CQC) register care providers if they can show that they are meeting government standards. The Care Quality Commission (CQC) is the independent regulator of health and adult social care services in England.

Bellcare Domiciliary Care Services Ltd.'s Complaints Policy meets the requirements that are set out, Complaints relate to Outcome 17.

Bellcare Domiciliary Care Services Ltd - Outcome 17

Complaints

Individuals who use our services:

- Are sure that their comments and complaints are listened to and acted on effectively.
- Know that they will not be discriminated against for making a complaint.

Bellcare, by complying with the regulations, will:

- Have systems in place to deal with comments and complaints, including providing people who use services with information about that system.
- Support people who use services or others acting on their behalf to make comments and complaints.
- Consider fully, respond appropriately and resolve, where possible, any comments and complaints.

Bellcare Domiciliary Care Services: Policy on Compliments and Complaints

Bellcare believes that should a Service User wish to make a complaint or register a concern, they should be able to do so with the minimum of fuss, with the appropriate paperwork in place for them to do so.

All complaints are dealt with by the Registered Manager and are filed in the Complaints/Compliments file, with the action taken and the outcome of the complaint/concern recorded.

Bellcare also takes great pride in the work our staff do and the quality of care they give to our Service User's, and in some instances this pride is rewarded by compliments received from Service User's or their family, on the care they or the family member has received.

All compliments are received by the Registered Manager, and are copied and distributed to the staff concerned, with the original filed in the Complaints/Compliments file.

In some cases, compliments are received via the telephone, whereupon the Office Manager, will take note of the conversation and duly copy, distribute and file.

Bellcare Domiciliary Care Services: Complaints Procedure

The following procedures are set out to enable Service Users who have a complaint or a concern to bring these to Bellcare's attention.

Oral / Written Complaints

- All complaints whether formal or informal, will be recorded, investigated and a formal written response given to the person who has made the complaint.
- Should a Service User make a complaint to a care worker, and the care worker cannot rectify the problem immediately, they will contact the Registered Manager/Care Manager.
- The Registered Manager/Care Manager, should the complaint be a minor one, will then discuss the concern with the complainant and talk the problem through and suggest a course of action to resolve the complaint, if this is agreeable to the complainant, the course of action to be taken will be put in writing, signed by both the person making the complaint and the recipient of the complaint, this will be filed in the complaints file.
- If the complaint raises potentially serious matters, advice will be sought from a legal advisor.
- If the complainant is unhappy with Bellcare's conduct of the complaint, they will be advised to contact the Care Quality Commission, and given the contact details.
- If the complaint is in writing, the Registered Manager/Care Manager will send out a complaints/grievance form, this is so all complaints are in a consistent format. This is followed by the Registered Manager/Care Manager arranging a meeting to try and resolve the problem; all action taken is recorded and filed within the complaints file.
- All complaints and outcomes are monitored and evaluated by the Registered Manager and will be assessed as part of the Quality Assurance process, and where necessary, influence change to future practice.

Timescales

All complaints are handled within the following time-scales, if there are serious issues, which need legal advice or the Care Quality Commission are involved, these timescales could be lengthened, but Bellcare will keep the complainant updated on a regular basis, this could be daily, or weekly.

- Bellcare will respond within two days of either a written or oral complaint, to acknowledge the complaint.
- Bellcare will launch an investigation within five days
- All complaints will be dealt with and arrangements made for meetings within 14 days.
- Bellcare will endeavour to resolve any complaints received within 28 days, if this is not possible; the complainant will be advised they can approach the Care Quality Commission.

In serious complaints, Bellcare will not hesitate, should it deem necessary to involve the police, local social services or any other professional body.

Reviewer: Georgina Stott

Date: 21:07:2012

Date of next review: 21:07:2013