

QQ03 - Complaints, Suggestions and Compliments Policy and Procedure

Purpose

- The Registered Provider, HSN Care (Bricket Wood) Limited (being a wholly owned subsidiary of HSN Care Limited) 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 Residents 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

- Residents.
- Relatives.
- Other professionals outside agencies.
- All employees employed by both the Registered Provider and any company within the HSN Care Limited Group.

Policy

- In all cases complaints and concerns shall be treated seriously in a sensitive and confidential manner.
- Complaints and suggestions must be handled in such a way as to first of all reach a satisfactory outcome with the complainant, and to turn a potentially difficult and damaging problem into a source of quality improvement.
- A copy of this complaints procedure will be given to all Residents 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.
- Complaints will be recorded on Residents' files in order to identify any pattern of complaints relating to an individual, including care or service provision in order to update and review the Care Planning process.
- Complaints will be recorded centrally in order to identify any pattern of complaint relating to all or a group of Residents. This record will contain minor complaints in addition to serious complaints, and will be accessible to all members of staff where appropriate, unless this is a

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safeguarding issue. In order for this to be established, members of staff are to make appropriate entries, in a timely fashion, to Care Planning or risk assessments.

- 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 and made available for all parties to read, also on the personnel file of any member of staff individually complimented.
- 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 Residents, serious consideration must be given to suspension of the person or persons complained about, and an investigation must be initiated immediately in order to identify any risk to the health and welfare of the Resident involved.

Procedure

Standard Arrangements

- There are several distinct levels of dealing with a complaint, and it is important for the speedy and effective resolution that each level is followed.
- The principles applied are:
 - The nearer the person dealing with the complaint is to direct service delivery, the better the likely outcome of the complaint. That person has a better detailed knowledge of the service and can react quickly and appropriately. An exception to this principle will be made in the case of a complaint which alleges abuse, in which case the complaint will be immediately and directly reported to a senior manager. At this point the safeguarding policy should be followed as per local authority advice and the necessary notification made to the CQC.
 - Accepting that personalities can be a factor in complaints, the multiple stages allow this problem to be avoided.
 - The complaints process will only be regarded as "completed" when the complainant or their representative has indicated, in writing if possible, that they are satisfied with the outcome of the complaint procedure.
 - Complaints and suggestions will in all cases be taken seriously, recorded, their practicality/usefulness investigated, and the instigator informed of the decided outcome.
- Appoint a complaints manager within the business that will be responsible for dealing with complaints. It could be the Registered Manager, a care Manager or a HR Manager. Within smaller businesses, it is very likely that the service provider him/herself will be the designated complaints manager. Whoever is appointed, they must be in a senior position within the business.
- HSN Care Limited must be able to respond to complaints both by email and in writing. Telephone conversations are not sufficient in themselves, as they do not constitute a proper record.
- It is helpful to have a dedicated email address and inbox for managing the complaints and ensure that someone, preferably the complaints manager, reviews the inbox on a daily basis.
- Set a Service Level Agreement (SLA) for responding to complaints. HSN Care Limited would recommend that your SLA be no more than 24 hours, i.e. you respond to the complaint within 24 hours of receipt either in full, or to acknowledge that it will be investigated.

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- Update the complainant in writing about your progress during the investigation.
- The complaint procedure must be publicly available. It must be:
 - On your website;
 - Clearly visible in public areas of your registered address;
 - Sent out with all contracts for care, and;
 - Included within all Resident Guides.
- Investigations and outcomes will be recorded on the complaints form, adding additional sheets as required.
- 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 examine the written records of the complaint and sign to indicate agreement with the outcome.
- In the event of a continued disagreement which cannot be resolved internally, the complainant will be advised to approach an appropriate external authority, such as the CQC, funding authorities such as Social Services or NHS, an independent advocacy service, or the local government Ombudsman.
- For privately funded Residents a range of advocacy services are available. The Registered should support the Resident to contact an appropriate independent advocate if the Resident shows any signs of being unable to fully make, or further pursue, the complaint.
- The completed complaints form will then be handed to the Registered Manager for permanent filing, centrally and on the Resident file.
- The Management Meeting will periodically (recommended at least every three months) review all complaints since the previous review in order to identify trends and matters which may have appeared to be relatively minor at the time, but which indicate a deeper problem.
- The services action plan should be updated to include all actions to be taken to resolve any requirements or recommendations made following any investigation.

Written Procedure

- A complaint can be made: by telephone; in writing; by email; or in person. All responses will be made/followed up in writing (preferably email).
- Complaints can be made to:

HSN Care (Bricket Wood) Limited
(A HSN Care Limited Wholly Owned Subsidiary)
 Suite 1 Noble House
 Mount Hill Lane
 Gerrards Cross
 Buckinghamshire SL9 8SU
 Telephone: 01753 663011 Email: info@hsncare.com
- Complainants must receive an acknowledgment within 24 hours. In this acknowledgment let them know who will be investigating the complaint.
- Set a time limit for the acceptance and investigation of complaints. 12 months is appropriate. Once established you can state that:
 - A complaint must be made no more than 12 months after:
 - The date the event occurred, or if later,

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- The date the event came to the notice of the complainant.
- The time limit will not apply if HSN Care is satisfied that:
 - The complainant can give a good reason for not making the complaint within that time limit, and;
 - Despite the delay, it is still possible to investigate the complaint effectively and fairly.
- State also how you will deal with anonymous complaints.
- All complaints will be dealt with by a senior person within the care organisation.
- Complainants will receive (as far as reasonably practical):
 - Assistance to help them understand the complaints procedure; and
 - Advice on where they may obtain such assistance.
- The notice board at your registered address (or other prominent public place) should include a display of advocacy services with contact details. It needs to be regularly reviewed, to ensure that advocacy services contact details are up to date.
- HSN Care will only accept complaints from a third party under certain conditions:
 - Either:
 - Where you know that the Resident has consented, either verbally or in writing, or;
 - Where then Resident cannot complain unaided and cannot give consent because they lack capacity within the meaning of the Mental Capacity Act 2005; and
 - The representative is acting in the Resident's best interests – For example, where the matter complained about, if true, would be detrimental to the Resident.
- The procedure must be available, upon request, in other languages and formats. You only need to prepare a special format on request to keep costs low.
- You should state your expected turnaround/resolution time. This should be 28 days, but be realistic advising longer where necessary.
- All complaint investigations should be completed within 6 months at the latest, unless a different time period has been agreed. This should only be done when there is a good reason for it.
- Complainants have the right to refer their complaint to the Local Government Ombudsman if they are unhappy with the outcome of the investigation. The complainant also has the right to alert the Care Quality Commission.
- Suggested wording:

“Once your complaint has been fully dealt with by HSN Care, if you are not satisfied with the outcome you 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:

T: 0300 061 0614

E: advice@lgo.org.uk

W: 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:

Care Quality Commission (CQC)

National Correspondence

Citygate, Gallowgate

Newcastle upon Tyne NE1 4PA Tel: 03000 616161 Fax: 03000 616171

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Monitoring

- Record the following information on a complaints log:
 - Each complaint received;
 - The subject matter and outcome of each complaint;
 - Details of the reasons for delay where an investigation took longer than the agreed response period agreed; and
 - The date the report of the outcome of the investigation was sent to the complainant.

Annual Reports

- Each provider must prepare an annual report for each year in which it must:
 - Specify the number of complaints received.
 - Specify the number of complaints that the provider decided were well-founded, partly or fully.
 - Specify the number of complaints that the provider has been informed have been referred to other bodies.
 - Give the subject matter of complaints received.
 - Summarise any matters of importance in those complaints themselves or in the way that the complaints were handled.
 - Summarise any matters where action has been or is to be taken to improve services as a consequence of those complaints.
 - A "year" means a period of 12 months ending on 31st March.
 - Providers must ensure that its annual complaint report is available to anyone on request.

Acknowledgement Letters

- The acknowledgement letter should include an offer to discuss the complaint with the complainant at a mutually agreed time, to go over:
 - The manner in which the complaint is to be handled; and
 - The period (response period) within which the investigation of the complaint is likely to be completed.
 - If the complainant does not accept the offer of a discussion, the provider must determine the response period (which should always be within 6 months) and notify the complainant in writing of that period.
 - The acknowledgement can be sent by letter or email.
 - Take account of the complainant's preferences when communicating with him or her.

Final Response Letter

- The final response letter must include a report giving:
 - A detailed explanation of how the complaint has been considered;
 - The conclusions reached, including any remedial action needed; and confirmation that any action needed has either already been taken or, if not yet taken, the proposed timescale when such action will be completed.
 - The letter must inform complainants of their right to take their complaint to the LGO if they are not happy with the outcome.
 - The final letters should be signed by the "responsible individual" or sent by email in their name.
- If the response is not ready within six months, you should:

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- Notify the complainant in writing accordingly and explain the reason why; and
- Send the complainant in writing a response in accordance with the above as soon as reasonably practicable after **six** months.

General Information for Staff Managing Complaints - People who can complain

- A complaint can be made by:
 - Someone who receives or has received care services;
 - Someone who is affected (or likely to be affected) by the action, omission or decision of the provider who is the subject of the complaint; or
 - A representative of either of these, under certain conditions.
 - If a provider is not satisfied that the representative is acting with the Resident's consent or in their best interests, the provider must notify the representative in writing, and state the reason for its decision.

Complaints you do not have to investigate

- HSN Care is not required to investigate the following complaints:
- A complaint by an employee relating to their employment (this should be dealt with in a different way, for example through the HSN Care Limited Grievance Procedure - PP04);
- A complaint that was made in person or by telephone and is resolved to the complainant's satisfaction no later than the next working day after the day the complaint was made; and
- A complaint that has already been investigated and resolved.
- In these circumstances, the provider will, as soon as is reasonably practicable, notify the complainant in writing of its decision to not investigate the complaint and the reasons why. It would be best practice to have a standard letter for this purpose.

Duty to co-operate

- If a complaint involves more than one provider/commissioner of services there is a duty on local authorities and the NHS to co-operate and provide a single response. Every provider must work with CCGs or local authorities to provide single response to complaints.

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Key Contacts:

Care Quality Commission (CQC)

National Correspondence
Citygate, Gallowgate
Newcastle upon Tyne NE1 4PA
Tel: 03000 616161 Fax: 03000 616171

Social Services (for Residents funded by social services)

Hertfordshire Health and Community Services 0300 123 4042

Clinical Commissioning Group (for Residents funded by the Clinical Commissioning Group)

Hertfordshire Community NHS Trust

Unit 1a, Howard Court
14 Tewin Road
Welwyn Garden City AL7 1BW
Phone: 01707 388000

The Local Government Ombudsman

PO Box 4771
Coventry, CV4 0EH
Tel: 0845 602 1983 or 024 7682 1960 Fax: 024 7682 0001 advice@lgo.org.uk

Independent Advocacy Services

PohWER

Hertlands House
Primett Road
Stevenage Hertfordshire SG1 3EE
Phone: 0300 4562370 (Main office) Email: pohwer@pohwer.net

S.A.Fuller Advocacy sheila@safulleradvocacy.co.uk

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Specific Forms and Documents:

Note: this form will be used to record expressions of minor concerns which may be dealt with on the spot as well as obvious "complaints" which may require formal investigation. It should also be used to record compliments offered to employees within the HSN Care Limited Group of Companies. If the matters relates to a complaint/minor concern the original of the form should be held in a clearly labelled "Complaints in progress" file in the Registered Manager's office while the complaint is being investigated. Then transferred to a central complaints file as soon as the matter is closed. A copy should also be placed on the relevant Resident file. If the matter relates to a compliment the relevant employee that employee should be advised and the form placed in the employee's HR file
Re. Person making the complaint, expressing a concern, or giving a compliment
Name:
Address:
Telephone Number:
Name and contact details of the Resident to which the complaint refers:
Details of complaint, concern or compliment (include dates, times and witnesses where possible):
Names of any employees specifically complained of or complimented:
Name of person originally complained to (if not the person completing this form):
Name of the person to whom the complaint was referred on to for investigation (state "as above" if the person who receives the complaint also investigates):

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Investigations carried out (attach additional pages if required):
Action taken or recommended by investigator:
Did this action satisfy the complainant? If not state why, and who the complaint was referred on to next:
Action taken by person to whom the complaint was referred on to:
Did this action satisfy the complainant?

Name of organisation to which the complaint was referred in the event of a failure to satisfy the complainant:
Signed by complainant to signify satisfaction:
Date:
Confirmed as acknowledged on behalf of HSN Care Limited:
Date:

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Complaints, Concerns and Compliments Register

Date	Complainant/ Compliment	Summary of complaint suggestion or compliment	Action taken
This register must be referred to each meeting the regular management meeting for review			

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Complaint acknowledgement letter template

[insert date]

[insert **complainant's name including title - i.e. Mrs Jane Brown - not just Jane Brown**]

[insert **complainant's full address**]

HSN ref: [insert if relevant]

Your ref: [insert if relevant]

Dear [insert title and name i.e. **Mrs Jane Brown - never just first name**]

Heading, e.g. Complaint about.....

Thank you for bringing to our attention your concerns in [your letter/your email/our conversation] of [date]; and I am sorry that **you may have reason not to be happy with the service provided** by HSN Care Limited.

I understand that you are concerned that [insert your understanding of the issues of concern, using a bulleted or numbered list if there is more than one point].

Please do contact me immediately if I have misunderstood your concerns. I would be happy to meet you to discuss the issues you have raised and our investigation procedures, if that would be helpful. [Suggest a date and/or provide contact details].

In the meantime, I am looking into the points you have made as a matter of urgency and shall be in touch with you with a full response by [insert anticipated response time – not longer than 28 working days]; but please do contact me again in the meantime if I can be of further assistance. My email and phone number are noted below.

Yours Sincerely

Name

Job Title

For and on behalf HSN Care Limited

specific email and/or phone details

Complaint final response letter template

[insert date]

[insert **complainant's name including title - i.e. Mrs Jane Brown - not just Jane Brown**]

[insert **complainant's full address**]

HSN ref: [insert if relevant]

Your ref: [insert if relevant]

Dear [insert title and name i.e. **Mrs Jane Brown - never just first name**]

Heading, e.g. Complaint about.....

Further to my letter/email/our meeting I have now completed investigations relating to the matter you initially raised on

I will address each of the points as outlined in my earlier acknowledgement letter to you.

[Repeat each individual point of complaint, and follow each one with what you found in the investigation. Put this as a numbered list if there is more than one issue.]

1. Point one, I have found that.....
2. Point two, I have found that...

Outcome

As a result of your complaint **HSN Care Limited has taken** the following action (if not already mentioned above).

1. [action one]
2. [action two]
3. [action three]

I would like to thank you for bringing these matters to our attention. **HSN Care Limited always welcomes** comments from people who use our services and aim to use these to improve our services.

However, if you are not fully satisfied with the way we have handled your complaint you have the right to take your complaint to the Local Government Ombudsman, who you can contact at:

Tel: 0300 061 0614, Email: advice@lgo.org.uk, Website: www.lgo.org.uk

Yours Sincerely

Name

Job Title

For and on behalf HSN Care Limited

specific email and/or phone details

Key Lines of Enquiry Table

Key Line of Enquiry	Primary	Supporting	Mandatory
R.S1 - How are people protected from bullying, harassment, avoidable harm and abuse that may breach their human rights?	✓		✓
R.C1 - How are positive, caring relationships developed with people using the service?	✓		✓
R.C2 - How does the service support people to express their views and be actively involved in making decisions about their care, treatment and support?	✓	✓	✓
R.R2 - How does the service routinely listen and learn from people's experiences, concerns and complaints?	✓		✓
R.W1 - How does the service promote a positive culture that is person centred, open, inclusive and empowering?	✓		✓
R.W3 - How does the service deliver high quality care?	✓		✓

Note: All HSN Care Limited Policies are reviewed annually, more frequently, or as necessary.

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