

## Enable Support Services Ltd

### COMPLAINTS, CONCERNS AND COMPLIMENTS POLICY April 2016

It is the policy of Enable Support Services to make sure that any individual wishing to make a complaint, concern or compliment should find it easy to do so. We view concerns as specific expressions of dissatisfaction or unhappiness, which fall short of complaints. We are aware that some individuals are reluctant to describe their views as a complaint but would still like to communicate a point of view when they feel something is not right. We value feedback, both positive and negative, as this helps us to measure our success and improve our service.

Our service welcomes complaints and concerns and looks upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to make sure that complaints and concerns are dealt with properly so that people can be confident that all complaints and concerns are taken seriously, looked into, and action taken to put things right.

We support the concept that most complaints and concerns, if dealt with promptly and openly can be sorted out at a local level between the individual concerned and the ESS manager. If a complaint cannot be resolved in this way, or if the complainant is not satisfied with the action taken by, or the attitude of the ESS Manager dealing with the complaint, then the complaint can be referred to the Care Quality Commission in the first instance, or at any stage of the complaint process. Please refer to the contact details on the last page of this guide for relevant contact information.

#### GOALS

- People who use the service have ready access to the Complaints, Concerns and Compliments policy and procedures so they know how to make a complaint, concern or compliment.
- We take positive action to encourage, enable and empower people to use the Complaints, Concerns and Compliments policy and procedures by supporting access to appropriate interpretation and methods of communication, as needed and in accordance with individual circumstances.
- Enable Support Services strives to operate in an open manner working in partnership with people so it is easy for people to feel confident about making a complaint or logging a concern.

ESS Complaints, concerns and compliments Policy ref: 13.1

- The Registered Manager is responsible for dealing with complaints and concerns. In her absence a nominated ESS Manager will deal with the complaint or concern.
- All written complaints are acknowledged within 3 working days.
- Complaint investigations will, where possible, be completed within 28 working days. Where this cannot be achieved the person will be advised about the reason for the delay and given a response target date.
- A complaint outcome letter will be sent to the complainant on completion of the complaint investigation.
- Complaints and concerns will be taken seriously and dealt with fairly and sensitively with due regard to the upset and worry that they can cause to both clients and staff.
- All complaints and concerns will be recorded on the agency's complaint and concern log forms so that the Registered Manager can carry out analysis and monitoring.

## PROCEDURE

- Please telephone the office and ask to speak to the Registered Manager or send a written complaint to the Registered Manager, who will record the matter on a complaint and concern log form (ref: 11.1.1). The Registered Manager will send an acknowledgement letter within 3 days.
- The Registered Manager will be responsible for the complaint investigation and will send a written response to the complainant within 28 working days. If the complaint is about the Registered Manager, the Responsible Individual will deal with the complaint. The response letter will include details about how to contact the Care Quality Commission if the complainant is not happy with the outcome. Where it is not possible to complete the complaint investigation within 28 days, the Registered Manager will write to the complainant to advise about the reasons for the delay and give a response target date.
- If a meeting is arranged as part of the complaint investigation the complainant should be advised that they may bring a representative with them.
- If a meeting is held a detailed explanation of the results of the investigation should be given and an apology given if it is deemed appropriate. If the complaint raises potentially serious matters, advice

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should be sought from a legal advisor to the company. If legal action is taken at this stage, any investigation by the company, under the complaints procedure should cease immediately.

- If the complainant is not prepared to have the investigation conducted by the agency he or she should be advised to contact the Care Quality Commission and be given the relevant contact details.
- The outcomes of the investigation and any meeting should be recorded in the complaints, concerns and compliments file and any shortcomings in Companies procedures should be identified and acted upon.

## COMPLIMENTS

Compliments will be recorded on the compliments recording sheet. Where an individual worker is named, a copy of the compliment will be held in the worker's file.

## CONTACT DETAILS

We request that any issues are brought directly to our attention in the first instance by contacting us through the Head of Care Services:

Sue Marshall,  
Head of Care Services,  
Enable Support Services,  
Suite 6,  
The White House,  
114, Hendford,  
Yeovil,  
BA20 2RF.

Telephone: 01935 577026

If you do not wish to contact Enable Support Services in the first instance the complaint may be brought directly to the attention of the Regulator, the Local Authority or the Primary Care Trust. You may also refer the complaint to any of these organisations at any stage of the complaint process:

CARE QUALITY COMMISSION	LOCAL AUTHORITY	PRIMARY CARE TRUST
<p>National Correspondence PO Box 1258 Newcastle upon Tyne NE99 5AU</p> <p>Telephone: 03000 616161</p> <p>Email: <a href="mailto:enquiries@cqc.org.uk">enquiries@cqc.org.uk</a></p>	<p>Somerset County Council, County Hall, The Crescent, Taunton, Somerset, TA1 4DY 0845 3459166.</p> <p>Dorset County Council County Hall Colliton Park Dorchester Dorset DT1 1XJ 01305 221000</p>	<p>Somerset Partnership NHS Trust, 2<sup>nd</sup> Floor, Mallard Court, Express Park, Bristol Road, Bridgwater, Somerset. 01278 432000</p> <p>Dorset Primary Care Trust Hillfort House Poundbury Road Dorchester Dorset DT1 2PN 01305 368900</p>

## 1. Implementation of Policy

This Policy shall be deemed effective as of December 2010. No part of this Policy shall have retroactive effect and shall thus apply only to matters occurring on or after this date.

This Policy has been approved & authorised by:

**Name:** Debbie Boyes

**Position:** Director

**Date:** April 2016

**Review Date:** April 2017

**Signature:**