



Complaints, Concerns & Compliments Policy and Procedure

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Approved By: Michael Burke

1. Introduction

TogetherCare values feedback from service users, families, staff, and stakeholders to continuously improve the quality of care and services provided. This policy outlines how complaints, concerns, and compliments are managed, ensuring they are handled fairly, transparently, and efficiently.

2. Purpose

The purpose of this policy is to:

- Provide a framework for addressing complaints and concerns promptly and effectively.
 - Encourage positive feedback to recognize and reinforce good practice.
 - Comply with legal and regulatory standards for complaints handling.
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3. Scope

This policy applies to all complaints, concerns, and compliments raised by or on behalf of service users, staff, or stakeholders in relation to the care and services provided by TogetherCare.

4. Legal and Regulatory Framework

This policy complies with:

- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Regulation 16: Receiving and Acting on Complaints)
 - Care Quality Commission (CQC) Standards
 - The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009
 - Equality Act 2010
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5. Responsibilities

5.1 Care Manager

- Oversee the complaints, concerns, and compliments process.

- Ensure all complaints are investigated and resolved in line with this policy.
- Maintain records of complaints and monitor trends for improvement.

5.2 Staff

- Respond to complaints and concerns courteously and promptly.
- Escalate unresolved complaints to the appropriate person.
- Record compliments and share them with the team to reinforce good practice.

5.3 Complainants

- Raise complaints or concerns in a timely manner.
- Provide as much detail as possible to facilitate investigation and resolution.

6. Procedures

6.1 Complaints and Concerns

1. Raising a Complaint or Concern:
 - Complaints can be submitted verbally, in writing, or electronically.
 - Provide clear information on how to raise complaints via leaflets, posters, and the TogetherCare website.
2. Acknowledgment:
 - Acknowledge receipt of the complaint within 3 working days.
 - Provide information on the complaints process and expected timeframes for resolution.
3. Investigation:
 - Assign a senior member of staff or the Care Manager to investigate the complaint.
 - Gather relevant information, including statements, records, and other evidence.
4. Response:
 - Provide a full written response within 20 working days, detailing findings, actions taken, and any changes made to prevent recurrence.
 - If the resolution requires more time, update the complainant on the progress and revised timeline.
5. Escalation:
 - If the complainant is dissatisfied with the outcome, refer them to the Care Quality Commission (CQC) or Local Government and Social Care Ombudsman.

6.2 Compliments



1. Recording Compliments:

- Record all compliments received in the Compliments Log.
- Share compliments with relevant staff during team meetings to recognize and reinforce good practices.

2. Using Compliments to Improve Services:

- Analyze compliments to identify areas of excellence.
- Incorporate positive feedback into training and development programs.

7. Record-Keeping and Confidentiality

- Maintain records of all complaints, concerns, and compliments securely for a minimum of 6 years.
- Ensure confidentiality is maintained throughout the complaints process, sharing information only on a need-to-know basis.

8. Accessibility

- Provide information on complaints and compliments procedures in accessible formats (e.g., large print, Braille, translated materials).
- Offer support to individuals who may need help raising complaints or providing feedback, such as advocacy services.

9. Training Requirements

- Induction Training: Cover complaints handling procedures for all new staff.
- Refresher Training: Provide annual updates on best practices for managing complaints and concerns.
- Specialized Training: Train senior staff on conducting investigations and resolving complex complaints.

10. Audit and Monitoring

- Review complaints, concerns, and compliments logs monthly to identify trends.
- Conduct annual audits to evaluate the effectiveness of complaints handling and implement improvements.
- Seek feedback from complainants on their experience with the complaints process.

11. Policy Review



This policy will be reviewed annually or sooner if required by changes in legislation, guidance, or operational needs.