

The Inclusion Project's Complaints and Compliments Policy and Procedure

1. Introduction

The Inclusion Project is committed to providing a high quality, transparent and accessible service to everyone we deal with, including **Participants, and Parents / Guardians / Account Holders**, and in maintaining and building relationships with our stakeholders. We are committed to providing the best possible service. However, if you feel that things have gone wrong, we would like to have the opportunity to fix them.

Part of the function of a **Complaints and Compliments Policy and Procedure** is to help us to prevent things going wrong in future. We have designed this Complaints and Compliments Policy and Procedure to be used flexibly and in line with relevant prevailing legal requirements. The Inclusion Project views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint, as well as to **congratulate** e.g. Group Leaders, for their continuing outstanding work and approach.

The Inclusion Project is committed to providing a high-quality service to everyone we deal with. In order to do this, we need you to give us any comments about our service, and to tell us when we get things wrong. We want to help you resolve your complaint as quickly as possible. We treat as a complaint any expression of dissatisfaction with our service which calls for a response. We listen to your complaints, treat them seriously, and learn from them, so that we can continuously improve our service.

The Inclusion Project also enjoys hearing compliments about how we have done a good job for you, as **along with complaints, our compliments let us know what we do well and helps us to build on those things as part of our evaluation and review cycle.**

You can expect to be treated with courtesy, respect and fairness at all times. We expect that you will also treat those dealing with your complaint with the same courtesy, respect and fairness. We will treat your complaint in confidence within The Inclusion Project. We will not treat you less favorably than anyone else because of social factors as identified within the **Equality Act 2010.**

2. Confidentiality and Duty of Candour

All complaints received will be dealt with confidentially and in accordance with the requirements of the **Data Protection Act 1998**; and the Health and Social Care Act 2008 Regulations 2015, in implementing our Duty of Candour of:

- **Openness** – enabling concerns and complaints to be raised freely without fear and questions asked to be answered.
- **Transparency** – allowing information about the truth about performance and outcomes to be shared with staff, Participants, Families, Carers, the public and regulators.
- **Candour** – any Participant harmed by our provision of our service is informed of the fact and an appropriate remedy offered, regardless of whether a complaint has been made or a question asked about it.

3. When we get things wrong we will act to:

- Accept responsibility and apologise;
- Explain what went wrong and why, and
- Put things right by making any changes required;
- Learn lessons from mistakes and change policies and practices where proportionate and sensible to do so.

4. When we get things right we will act to:

- Thank you for taking the time and trouble to provide us with the gift of feedback;
- Congratulate those responsible;
- Endeavor to build on our strengths;
- Learn lessons from positive feedback and strengthen policies and practices with confidence where proportionate and sensible to do so.

5. The Action We Take

The action we take to put matters right in response to a service complaint can include any combination of the remedies set out in the list below:

- A full apology, explaining what happened and/or what went wrong, (an apology is not an acceptance of liability under **Section 2 of the Compensation Act 2006**).
- Remedial action, which may include reviewing or changing the service given to an individual complainant.
- Provide the service required in first instance (immediately, if appropriate).

- Putting things right (for example a change of procedure to prevent future difficulties of a similar kind, either for the complainant or others).
- Training or supervising those who work within The Inclusion Project; or a combination of both.

The actions we take to make sure that service compliments are used effectively within The Inclusion Project include:

- Thanking you formally for taking the time and trouble to give feedback to us; it is appreciated and with your consent, use your feedback amongst our Testimonials on our web-site.
- Ensuring that we build on our best practice.
- Continue to offer our high-quality service in the way that you have enjoyed.
- Using the positive feedback as part of the training of those who work within The Inclusion Project.

6. Recording Complaints and Compliments

Complaint and compliment details, outcomes and actions taken will be recorded by us and used for service improvement. We will record all complaints and compliments we receive and collate data from them to help us understand what types of problems are most prevalent, and how well we are doing to resolve them, and to confirm what we do well.

We value your feedback and expect to use it to help us to:

- Get things right in the future if we have not done so already;
- Become more customer focused;
- Be more open and accountable;
- Act fairly and proportionately;
- Seek continuous improvement.

We will handle your information so that it is only processed and retained appropriately and legally, in line with Data Protection legislation.

Complaints and Compliments are powerful ways of helping continuous improvement at The Inclusion Project, and enable us to better deliver to our values. As well as learning from your complaints and compliments, we are also interested in ideas you may have on how we might do things better. We would also like you to tell us when we do things well. Your comments will be passed on to the relevant people, and we will use them to help improve our service and the way we do things.

7. Our Policy is:

- To provide a fair complaints and compliments procedure which is clear and easy to use for anyone wishing to make a complaint or a compliment.
- To publicise the existence of our complaints and compliments procedure so that people know how to contact us to make a complaint / give a compliment.
- To make sure everyone at The Inclusion Project knows what to do if a complaint or compliment is received.
- To make sure all complaints are investigated fairly and in a timely way and that compliments are passed on as positive feedback.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.

8. Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of The Inclusion Project.

9. Where Complaints Come From

Complaints under this procedure may come from Participants, Parents / Guardians / Account Holders, or any person or organisation who has a legitimate interest in The Inclusion Project.

Complainants (or Complimenters) may wish to have a third-party act on their behalf. A third-party is any person acting on behalf of, or making enquiries for the complainant e.g. Social Workers or family members or friends.

A complaint can be received verbally, by phone, by e-mail, by using the messaging 'Get in Touch' online form at: <http://inclusionproject.co.uk/> or in writing.

This policy does not cover complaints from staff, who should use The Inclusion Project's Discipline and Grievance policies. We do not accept anonymous complaints as we like to respond to those who take time to give us feedback.

10. Responsibility

Overall responsibility for this policy and its implementation lies with The Inclusion Project's Managing Director (Simon Jackson-Turner) and the Director of Inclusion and Progression (Denise Jackson).

11. Review

This policy is reviewed regularly and updated as required.

Adopted on: 1st January 2017

Last reviewed: 1st January 2017

Next Review Date: 1st January 2018

12. Publicised Contact Details for Complaints and Compliments:

Written complaints and / or compliments may be sent to The Inclusion Project at: 28, Frinton Court, The Esplanade, Frinton-on-Sea, Essex, CO13 9DW; or by e-mail at simonjacksonturner@gmail.com

Verbal complaints may be made by phone to Simon Jackson-Turner (Managing Director) on 07545 685 414, or to Denise Jackson (Director of Inclusions and Progression) on 07730 438 327 or at denisejacksontip@gmail.com or in person to either Simon or Denise.

Complaints and / or compliments can also be made to Carron Martin, our Operations Manager at The Inclusion Project, Office 120, 2, Falcon Gate, Welwyn Garden City, Hertfordshire, AL7 1TW.

They can be escalated to: the Local Authority at <https://www.hertfordshire.gov.uk/home.aspx>

And / or the Local Government and Social Care Ombudsman at:

<http://www.lgo.org.uk/adult-social-care>

13. Receiving Complaints and Compliments

Complaints and Compliments may arrive through channels publicised for that purpose.

Complaints and Compliments received by telephone or in person will be recorded in writing, accompanied by the complainant's / complimenter's name, address and telephone number. The contact will be told what will happen next and how long it will take. Where appropriate, the complainant / complimenter will be asked to send a written account by post or by e-mail so that it is recorded in their own words. With your consent, we would like to use your compliments in our 'Testimonials' section on our web-site.

14. Resolving Complaints

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to The Inclusion Project's Managing Director (Simon Jackson-Turner) and /or The Inclusion Project's Director of Inclusion and Progression as soon as is practicable but within one week, at most.

On receiving the complaint, it will be recorded in a complaints log. If it has not already been resolved, it will be investigated and appropriate action will be taken. If the complaint relates to a specific person, they will be informed and given a fair opportunity to respond.

Complaints will be acknowledged by the person handling the complaint as soon as is practical but at the latest within a week. The acknowledgement will say who is dealing with the complaint and when you can expect a reply. A copy of this complaints procedure will be attached.

Complainants should receive a definitive reply as soon as is practical but no later than four weeks, from the date of the complaint. If this is not possible because, for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed by JT Management Limited at jtmanagement2016@gmail.com or on 07854 971 526. At this stage, the complaint will be passed to Ashley Turner, who will investigate the facts of the case himself, review any related paperwork and speak to parties involved. If the complaint relates to a specific person, they will be informed and given a further opportunity to respond. The person who dealt with the original complaint at Stage One will be kept informed of what is happening.

Complainants will receive a definitive reply within four weeks. If this is not possible because, for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Three

External agencies can have the complaint escalated up to them. You may refer your complaint to the Local Government Ombudsman to investigate; contact details are provided below.

15. Monitoring and Learning from Complaints and Compliments

Complaints and compliments will be reviewed annually to identify any trends which may indicate a need to take further action. They will be used as part of The Inclusion Project's Annual Review and Evaluation Process to enable us to continually improve our services.

Incorporating the Local Government & Social Care Ombudsman's Complaint Procedure

1. Introduction

We always aim to provide a high standard of care in all our services. Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services it is important that you let us know.

If a complaint alerts us to possible abuse or neglect we will tell the Council's adult safeguarding team. The safeguarding team will decide how to investigate and monitor outcomes.

2. Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, and their friends/ family, may make a suggestion.

First you should speak to the Manager.

Comments or suggestion boxes are available if you would rather make your suggestion that way.

If the suggestion is something that The Inclusion Project as a company needs to consider you can send it to:

Dr. Denise Jackson,
The Inclusion Project, 2 Falcon Gate, Welwyn Garden City, Hertfordshire, AL7 1TW.

denisejacksontip@gmail.com
07730 438 327

3. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

The Inclusion Project assures clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

4. Who can complain

Anyone affected by the way The Inclusion Project provides services can make a complaint.

A representative may complain for the affected person if they:

- have died
- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

5. How you can make a complaint

You can complain:

- in person
- by telephone
- through a member of our staff
- through an advocate or representative

where someone complains orally we will make a written record and provide a copy of it within 3 working days

- by letter
- by email

6. Anonymous complaints

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.

7. Responsibility

The Registered Manager has overall responsibility for dealing with all complaints made about their service.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

8. How we handle complaints

The Registered Manager or The Inclusion Project may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

9. Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

10. Further steps

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you can contact JT Management at:

The Inclusion Project, 2 Falcon Gate, Welwyn Garden City, Hertfordshire, AL7 1TW.
Jtmanagement2016@gmail.com
07854 971 526

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Local Government Ombudsman (LGO) and ask for it to be reviewed. The LGO provides a free independent service.

You can contact the LGO at:

Tel: 0300 061 0614
Website: www.lgo.org.uk

NB: The LGO will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.

The Inclusion Project services are registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual

complaints about providers, but is happy to receive information about services at any time.

You can contact the CQC at:

Care Quality Commission National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel: 03000 616161

Web site: www.cqc.org.uk

Once your complaint has been fully dealt with by The Inclusion Project, if you are not satisfied with the outcome you can refer your complaint to the Local Government Ombudsman (LGO) and ask for it to be reviewed. The LGO provides a free, independent service.

The LGO Advice Team can be contacted for information and advice, or to register your complaint: T: 0300 061 0614

W: www.lgo.org.uk/adult-social-care/ (there are links to an enquiry form and a complaint form on this page)

Or write to: The Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH

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 Care Quality Commission (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 National Correspondence Citygate Gallowgate Newcastle upon Tyne NE1 4PA T: 03000 616161 W: www.cqc.org.uk

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