

## QQ03 - Complaints, Suggestions and Compliments Policy and Procedure

Category: Quality Assurance Sub-category: Management of Quality Assurance

### Policy Review Sheet

**Review Date:** 07/12/17 **Policy Last Amended:** 07/12/17

**Next planned review in 12 months, or sooner as required.**

**Note: The full policy change history is available in your online management system.**

Business Impact:	Low	Medium	High	Critical
		X		
Changes are important, but urgent implementation is not required, incorporate into your existing workflow.				

 <b>Reason for this review:</b>	Scheduled review
 <b>Were changes made?</b>	Yes
 <b>Summary:</b>	Reviewed and converted into the new QCS format. Includes reference to 2014 Good Practice Guide from The Local Government and Social Care Ombudsman, Healthwatch and Parliamentary & Health Service Ombudsman. Template documents also updated to support best practice.
 <b>Relevant Legislation:</b>	<ul style="list-style-type: none"> <li>• The Care Act 2014</li> <li>• The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014</li> <li>• Human Rights Act 1998</li> <li>• The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009</li> <li>• Mental Capacity Act 2005</li> <li>• Mental Capacity Act Code of Practice</li> <li>• Data Protection Act 2018</li> </ul>
 <b>Underpinning Knowledge - What have we used to ensure that the policy is current:</b>	<ul style="list-style-type: none"> <li>• Legislation.gov.uk, (2009), <i>The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009</i>. [Online] Available from: <a href="http://www.legislation.gov.uk/ukxi/2009/309/contents/made?view=plain">http://www.legislation.gov.uk/ukxi/2009/309/contents/made?view=plain</a> [Accessed: 15/11/2017]</li> <li>• Parliamentary and health service ombudsman, (2017), <i>What to do before you come to us</i>. [Online] Available from: <a href="https://www.ombudsman.org.uk/making-complaint/before-you-come-to-us">https://www.ombudsman.org.uk/making-complaint/before-you-come-to-us</a> [Accessed: 14/11/2017]</li> <li>• Local Government and Social Care Ombudsman, (2017), <i>Resources to help care providers deal with complaints effectively</i>. [Online] Available from: <a href="http://lgo.org.uk/adult-social-care/resources-for-care-providers">http://lgo.org.uk/adult-social-care/resources-for-care-providers</a> [Accessed: 15/11/2017]</li> <li>• Local Government and Social Care Ombudsman, (2018), <i>Single Complaints Statement</i>. [Online] Available from: <a href="https://www.lgo.org.uk/assets/attach/4355/Single%20comms2%20-%20v2.pdf">https://www.lgo.org.uk/assets/attach/4355/Single%20comms2%20-%20v2.pdf</a> [Accessed: 25/07/2018]</li> </ul>
 <b>Suggested action:</b>	<ul style="list-style-type: none"> <li>• Encourage sharing the policy through the use of the QCS App</li> </ul>

## QQ03 - Complaints, Suggestions and Compliments Policy and Procedure

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## QQ03 - Complaints, Suggestions and Compliments Policy and Procedure

### ? 1. Purpose

1.1 To ensure The Inclusion Project has an effective system in place to manage complaints, suggestions and compliments.

1.2 To ensure that The Inclusion Project complies with any legal requirements, regulations, guidelines and best practice.

1.3 To ensure that our complaints and compliments process is fair and transparent and does not discriminate directly or indirectly because of;

- Age
- Being or becoming a transsexual/transgender person
- Being married or in a civil partnership
- Being pregnant or on maternity leave
- Disability
- 'Race' including colour, nationality, ethnic or national origin
- Religion, belief or lack of religion/belief
- Sex
- Sexual orientation

With the complainant feeling free to complain without fear of reprisals and are treated with courtesy, respect and compassion.

1.4 To support The Inclusion Project in meeting the following Key Lines of Enquiry:

Key Question	Key Line of Enquiry (KLOE)
SAFE	S1: How do systems, processes and practices keep people safe and safeguarded from abuse?
CARING	C2: How does the service support people to express their views and be actively involved in making decisions about their care, support and treatment as far as possible?
RESPONSIVE	R2: How are people's concerns and complaints listened and responded to and used to improve the quality of care?

1.5 To meet the legal requirements of the regulated activities that The Inclusion Project is registered to provide:

- The Care Act 2014
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Human Rights Act 1998
- The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009
- Mental Capacity Act 2005
- Mental Capacity Act Code of Practice
- Data Protection Act 2018

## QQ03 - Complaints, Suggestions and Compliments Policy and Procedure



### 2. Scope

2.1 The following roles may be affected by this policy:

- All staff

2.2 The following people may be affected by this policy:

- Participants

2.3 The following stakeholders may be affected by this policy:

- Family
- Advocates
- Representatives
- Commissioners
- External health professionals
- Local Authority
- NHS



### 3. Objectives

3.1 To improve the quality of Participant's experience.

3.2 To ensure that all complaints and suggestions are promptly addressed, resolved and shared within the agreed timescales to ensure lessons are learnt and the learning improves service quality and delivery.

3.3 To ensure staff at all levels within The Inclusion Project understand their roles and responsibilities with regards to handling complaints, suggestions and compliments.

## QQ03 - Complaints, Suggestions and Compliments Policy and Procedure



### 4. Policy

#### 4.1 Complaints

- The Inclusion Project understands complaints to be an expression of dissatisfaction requiring a response, communicated verbally, electronically, or in writing. Complaints may be made by any users of the service, their family or advocate acting on their behalf, with their consent or in their best interests
- The Inclusion Project takes complaints seriously. They will aim to put things right that have gone wrong and learn lessons to avoid the problem happening again. This policy sets out the framework for how the service will achieve this. The detail of how the service will do this will be found in the associated procedures
- The Inclusion Project will comply with legislation, national guidelines, regulation and best practice when managing complaints and suggestions. A systematic approach will be taken with all aspects of complaints and suggestions
- Complaints or concerns by staff will be addressed via the Grievance process if the complaint or concerns relates to them individually or Whistleblowing procedure where a protected disclosure is made
- The Inclusion Project understands their statutory obligations in respect of the Duty of Candour and will ensure they follow agreed policy and procedure

#### 4.2 Seeking Views and Engaging with Participants

The Inclusion Project will seek out opportunities to obtain feedback from Participants and stakeholders. The Inclusion Project will act with sensitivity, integrity and professionalism by treating individuals that do complain or raise a suggestion with compassion, courtesy and respect. The service will protect Participant's right to confidentiality. The service will ensure that alternative methods of communication are available so that the complaints and suggestions procedures are accessible for Participants who experience difficulties with communication or whose first language is not English.

Staff will undertake training on how to manage complaints in line with their role and responsibilities.

**4.3** The organisation understands that it can be difficult to separate a complaint from a concern, therefore, The Inclusion Project will follow this policy when any dissatisfaction arises with the service.

**4.4** A full record will be held of all complaints received regardless of the level of seriousness and means of communication. This approach allows an open and transparent culture around raising concerns in the earliest stage to allow resolution. A record of the complaint will also be held in the Participant care file and reported in line with contractual or regulatory requirements.

#### 4.5 Safeguarding Concerns

Where a complaint or concern is raised that relates to a Participant being harmed or likely to be harmed, the organisation will follow their Safeguarding Policy and Procedures in addition to the complaints procedures, seeking advice and guidance from the Local Authority Safeguarding Adults team. The Inclusion Project at Home Service will also notify CQC in line with our statutory duty.

#### 4.6 Roles and Responsibilities

##### All Staff

It is acknowledged that all staff working within The Inclusion Project could be presented with an individual wishing to raise a concern or complaint at any time, therefore staff need to be able to manage this in a sensitive, structured and timely manner. In order to do this staff should:

- Be trained on induction and as a routine measure to ensure knowledge is embedded and refreshed around the complaints procedure
- Have access to the complaints procedure
- Be provided with the opportunity to reflect and learn from complaints as a means to developing and driving quality care
- Appreciate that any feedback from Participants or their representatives that is of concern needs immediate resolution, where possible, to their satisfaction. Care Plans will be updated to reflect the planned changes to care and the Registered Manager informed of the feedback. Failing to do this could result in a complaint
- Be clearly advised that on presentation of a complaint, swift escalation to management is necessary and purposefully withholding or concealing of concerns expressed by Participants or their representatives

## QQ03 - Complaints, Suggestions and Compliments Policy and Procedure

could lead to the loss of a contract of your services provided

### The Inclusion Project Management Team

- The Inclusion Project's management team is responsible for ensuring compliance with this policy, regulations, improvement planning and having arrangements in place to provide relevant reports and information regarding complaints
- Dr Denise Jackson is the main point of contact for receipt, investigation and management of complaints within The Inclusion Project, however, this could be delegated to a senior member of staff e.g. Area Managers, within The Inclusion Project who holds experience, knowledge and competence to investigate and manage complaints
- The Inclusion Project will ensure the procedure for raising a complaint is accessible and displayed prominently on The Inclusion Project's website and within the Participant information pack and guides. Alternative languages and formats should be available on request

### 4.7 Compliments and Suggestions

The Inclusion Project welcomes compliments and suggestions and recognise their importance in celebrating and recognising the success of our service and opportunities for improvement. We will engage with a wide range of stakeholders in addition to Participants to support service development and improvement. We will share feedback with our staff.

### 4.8 One Complaint, One Response

The Inclusion Project will follow the [Local Government and Social Care Ombudsman best practice](#)

## QQ03 - Complaints, Suggestions and Compliments Policy and Procedure

### 5. Procedure

#### 5.1 Raising Complaints

A complaint can be received by The Inclusion Project either verbally or in writing and can be made by:

- Participants
- Someone acting on behalf of a Participant and with their written consent, e.g. an advocate, relative,
- Someone acting on behalf of a Participant who is unable to represent his or her own interests, provided this does not conflict with the Participant's right to confidentiality or a previously expressed wish of the Participant

The Inclusion Project should ensure that Participants are given information on how to make a complaint and the process once a complaint has been made, including any agreed timescales.

#### 5.2 Time Limits for Submitting a Complaint

Complaints should be submitted within 12 months of the incident or concern arising.

The time limit, however, can and should be waived, if:

- It is still practical and possible to investigate the complaint (the records still exist and the individuals concerned are still available to be questioned, etc.) and
- The complainant can demonstrate reasonable cause for delay in making the complaint

It is at the discretion of the manager of the service if the time limit can be set aside.

#### 5.3 Complaints Procedure:

##### Step 1

When a complaint is raised to staff, staff will make an effort to resolve it immediately to the satisfaction of the complainant.

##### Step 2

Staff will apologise for the fact there was the need to complain in the first instance and explain the complaints process as described in the procedure steps.

##### Step 3

Staff will report the complaint on an incident report form and the complaint will be logged.

##### Step 4

Formal acknowledgement of the complaint will be sent within 72 hours of receipt to the complainant, this could be via letter or email.

The acknowledgement will include:

- An invitation to meet and discuss the complaint
- Who will be investigating the complaint
- How the investigation will be handled - the response should state what the investigation will be focused on
- A time limit for the investigation to be concluded. This should be 28 days, however, some cases may take longer and the complainant will be made aware of this
- The complaints procedure and contact details of bodies that can be accessed in the event of dissatisfaction with the outcome of the investigation

##### Step 5

Following a full investigation, a response communication will be sent and this will include the following:

## QQ03 - Complaints, Suggestions and Compliments Policy and Procedure

- A summary of the issue from the complainant's point of view
- Details of the evidence and sources consulted in order to investigate the issue fully and fairly
- A presentation of the findings for each issue
- A conclusion, stating clearly whether the issue is "upheld", "partially upheld" or "not upheld"; unless it is ineligible, in which case the reason for this will be given, e.g. out of time or out of jurisdiction
- An explanation of the outcome and whether any remedial action or learning points arise from the investigation of that issue
- An apology where the issue is upheld and shortcomings or failings have been found
- The complainant's rights if not satisfied with the outcome to refer to The Local Government and Social Care Ombudsman
- A signature from the responsible individual or sent by email in their name

### Step 6

The complaint will be closed once confirmation has been received that there is satisfaction with the outcome. In the event of dissatisfaction, The Inclusion Project will support the complainant to access further support (refer to section 5.6)

### 5.4 The Complaints Log

A record will be held of all complaints raised and contain the following information:

- Each complaint received
- Subject matter and outcome
- Details of any reason for delay where investigations took longer than the agreed response period
- The date the report of outcome was sent to the complainant

Where complaints relate to a Participant, a copy of the complaint will be held in their care records so that the Participant can reflect on the recommendations.

Where complaints are raised by telephone, the log will include date and time of the call and this should be followed up with written confirmation of the areas discussed.

Where a complaint indicates the potential abuse of Participants, safeguarding policies will be followed as per local authority expectation and necessary notifications made to the regulatory body. Where Care is commissioned by:

St Albans City & District Council  
East Hertfordshire District Council  
Watford Borough Council  
Stevenage Borough Council  
Wellingborough Borough Council  
Welwyn Hatfield Borough Council  
Aylesbury Vale District Council  
Bedford Borough Council  
Bloxhorne Borough Council  
Cambridge City Council  
Central Bedfordshire Council  
Cherwell District Council  
Chiltern District Council  
Dacorum Borough Council  
Daventry District Council  
East Cambridgeshire District Council  
East Northamptonshire Council  
Fenland District Council  
Harlow District Council  
Hertsmere Borough Council  
Huntingdonshire District Council  
London Borough of Barnet  
London Borough of Brent  
London Borough of Ealing  
London Borough of Enfield  
London Borough of Haringey  
London Borough of Harrow  
London Borough of Hillingdon

## QQ03 - Complaints, Suggestions and Compliments Policy and Procedure

Luton Borough Council  
Milton Keynes Council  
North Hertfordshire District Council  
Northampton Borough Council  
Oxford City Council  
Peterborough City Council  
South Buckinghamshire District Council  
South Cambridgeshire District Council  
South Northamptonshire Council  
South Oxfordshire District Council  
Swindon Borough Council  
Three Rivers District Council  
Uttlesford District Council  
West Oxfordshire District Council  
Wiltshire Council  
Wycombe District Council

their reporting procedure for notifying them of complaints should be followed.

Where complaints are to be shared as part of learning, the complaint should be anonymised so there is no identifiable Participant information.

### 5.5 Investigations

All investigations will be managed by using the following approach:

- Investigating the fact
- Assessing evidence
- Review of records
- Interviewing those involved

Where necessary, advice and support will be sourced via senior managers within the organisation. The complaint should be investigated by a member of staff with the knowledge, experience and seniority to undertake the investigation robustly.

Confidentiality of information will be considered at all times and staff will adhere to the confidentiality policies and relevant codes of practice.

If an investigation of a complaint results in disciplinary action of staff within The Inclusion Project, the complaint will continue to its conclusion. The complainant will be informed that the investigation has led to disciplinary process, but the details of the outcome or ongoing investigation should remain confidential.

### 5.6 Unresolved Complaints

There are many bodies that can support or will need to be informed of unresolved complaints:

#### 1. For 'The Inclusion Project at Home' Service: Care Quality Commission

Individuals can escalate their complaint to the Care Quality Commission via:

- Website [www.cqc.org.uk](http://www.cqc.org.uk)
- Email [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)
- Address Care Quality Commission (CQC)  
National Correspondence  
Citygate, Gallowgate  
Newcastle upon Tyne NE1 4PA  
Tel: 03000 616161  
Fax: 03000 616171

#### 2. The Local Government and Social Care Ombudsman (for those Participants that are funded by local authority-funded social services care or self-funded)

Individuals have the right to raise their complaint to the Local Government and Social Care Ombudsman. This is a free service and individuals can contact their Local Government and Social Care Ombudsman via:

## QQ03 - Complaints, Suggestions and Compliments Policy and Procedure

The Local Government and Social Care Ombudsman  
PO Box 4771,  
Coventry CV4 0EH,  
Tel: 0845 602 1983 or 024 7682 1960,  
Fax: 024 7682 0001,  
advice@lgo.org.uk

Individuals should be advised that the Local Government and Social Care Ombudsman will not investigate the complaint until the provider has had the opportunity to respond and resolve the matter in the first instance.

### 3. Parliamentary and Health Service Ombudsman (For Participant that are NHS funded)

Individuals have the right to raise a concern about a service that is NHS funded. This is a free service and individuals can contact via:

- Telephone 0345 0154033
- Email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)
- Website [www.ombudsman.org.uk](http://www.ombudsman.org.uk)
- Address Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP.

Dr Denise Jackson can also signpost individuals to Healthwatch and the local independent complaints advocacy services (ICAS).

### 4. Clinical Commissioning Groups

Individuals can make a complaint about a health service they are receiving or have received and can discuss this with the commissioner of the service. Local contact details can be located via:

<http://www.england.nhs.uk/ccg-details/#ccg-e>

### 5. Professional Bodies

If a complaint involves the serious misconduct of a healthcare professional, their relevant professional body can be informed and this is determined on an individual case basis in discussion with the Registered Manager.

For any external bodies managing complaints The Inclusion Project will work with the external body providing information as requested within any agreed timescales expected.

### 5.7 Compliments

Receiving compliments is an opportunity to celebrate and recognise success. The Inclusion Project will ensure that:

- All compliments are shared with staff and displayed in a public area to highlight good practice
- Compliments are anonymised or permission sought before displaying
- Numbers of compliments received are logged as part of a quality assurance programme
- Verbal positive feedback from residents and relatives is also deemed as compliments and should be recorded and shared with colleagues
- Compliments form a core agenda item at staff, Participant and relative meetings

### 5.8 Suggestions

Suggestions can be made verbally or in writing and generally are in response to seeking a means of changing practice for the better.

- Suggestions are not complaints but in some circumstances, if they are not considered or actioned they could lead to a complaint
- When suggestions are raised in meeting or as part of a conversation, these should be documented and then outcomes of such suggestion recorded to show consideration
- Staff should be encouraged to share their suggestions or suggestions received by relatives and Participants to the **Managing Director**
- We have a suggestions system to encourage comments from Participants, staff, and visitors on our web site at: <https://inclusionproject.co.uk/>

## QQ03 - Complaints, Suggestions and Compliments Policy and Procedure

### 5.9 Audit and Evaluation

The Inclusion Project will monitor, review and analyse all information received about the service as a means of continuously reviewing performance, quality and safety. The Inclusion Project will also:

- Share themes and trends with Care Workers working with The Inclusion Project
- Ensure that staff are trained to deal with complaints and understand the procedure for managing complaints

### 5.10 Anonymous Complaints

Anonymous complaints should be investigated in the same way as named complaints. They should be logged and any corrective action necessary should be taken and also logged.

The Inclusion Project will follow [LGO guidance](#)



## 6. Definitions

### 6.1 Compliment

- A compliment is an expression of satisfaction about a service the Participant has received
- Compliments are positive feedback that can be received verbally or in writing and can include expressions of praise, admiration, congratulations and encouragement

### 6.2 Complaint

- A complaint is an expression of dissatisfaction, disappointment or discontent. This could be in response to an act of omission, decision or act
- Complaints can be made in various ways and include:
  - Verbally
  - Electronically
  - Local feedback channels
  - Writing

### 6.3 Self-Funded Care

- Self-funded care is defined as care that is paid for entirely by the person receiving it



## Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Receipt of Complaints, suggestions and compliments is everyone's responsibility and therefore you should know what to say and how to respond. You need to be able to promote an open, honest and transparent service to encourage people to feel able to feedback and raise concerns
- You will be involved in quality improvement planning in response to themes from both compliments and complaints received by the service. Compliments will be recognised and celebrated and staff will be supported during any complaints investigations
- Any feedback received from Participants or their representatives can influence positive change and quality delivery of care and should be discussed with your manager



## Key Facts - People Affected by The Service

People affected by this service should be aware of the following:

- You have the right to feel confident to raise a concern, suggestion or compliment
- The process for you to raise a concern, suggestion or compliment will be simple and you will feel listened to and understood
- Your concerns, suggestions and compliments will make a positive difference to future care at The Inclusion Project

## QQ03 - Complaints, Suggestions and Compliments Policy and Procedure

### Further Reading

As well as the information in the 'Underpinning Knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

LGO Resources for Letter Templates, etc: <http://lgo.org.uk/adult-social-care/resources-for-care-providers>

Parliamentary and health service ombudsman: Principles of good complaint handling, 2009.  
<https://www.ombudsman.org.uk/about-us/our-principles/principles-good-complaint-handling>

Care Quality Commission: Complaints Matter Report 2014.

Healthwatch: Suffering in Silence Report 2014

Healthwatch: 'My expectations for raising concerns and complaints' report 2014

### Outstanding Practice

To be 'Outstanding' in this policy area you could provide evidence that:

- Evidence of annual reporting as a means of commitment to transparency and quality. Prepare and publish an annual report detailing numbers of complaints, compliments and suggestions and actions taken as a result
- Participants are involved in the complaint handling process and future design of procedures, their views influence future management decisions
- All complaints are logged, investigated and the outcomes are fed back to the complainant within the agreed timescales
- Trends in complaints are identified and tracked to improve service delivery
- The wide understanding of the policy is enabled by proactive use of the QCS App

### Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Complaint Investigation Template	When a complaint arises.	QCS
Complaint Procedure for Service Users	To ensure all Participants have information on how to make a complaint or suggestion.	QCS
Complaints and Compliments Register	To record complaints, compliments and action taken.	QCS
Complaint Acknowledgement Template	To assist with acknowledging complaints in a timely manner and setting expectations.	QCS
Complaint Final Response Template	To inform the complainant of the results of the complaints investigation and any subsequent actions.	QCS

## QQ03 - Complaints, Suggestions and Compliments Policy and Procedure

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## Complaint Investigation Template

<b>Complaint Reference:</b>			
<b>Name (who does the complaint relate to):</b>		<b>Date of Birth:</b>	
<b>Address:</b>			
<b>Date of Complaint:</b>		<b>Date Complaint Acknowledged:</b>	
<b>Name of Complainant:</b>		<b>Date Response Required by:</b>	
<b>If the complainant is not the Participant, what evidence was provided of the Participant's consent to complain on their behalf?</b>			
<b>Overview of Complaint</b> (append complaint letter or notes of verbal complaint to this form):			

## Complaint Investigation Template

**Investigation Plan** (outline the planned activities to investigate the complaint):

**Findings of Investigation** (append interview notes to this form):

## Complaint Investigation Template

<b>Proposed Response:</b>	
<b>Approved by:</b>	
<b>Response Provided by:</b>	
<b>Name:</b>	
<b>Method</b> (attach any written communication to this form):	
<b>Date:</b>	

## Complaint Investigation Template

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## Complaint Procedure for Service Users

### 1. Introduction

We always aim to provide a high standard of care in all our services.

Our Participants' 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 suggesting improvements than complaining formally. Suggestions can be made by anyone receiving services, or their friends/family. To make a suggestion you can:

- Speak to the Area Manager or a Group Leader
- Utilise available comments or suggestion forms on our website at: <https://inclusionproject.co.uk/> 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:

Registered Manager

The Inclusion Project

Regus  
2 Falcon Gate  
Welwyn Garden City  
Hertfordshire  
AL7 1TW

07545 685414

### 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 Participants 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 can make a complaint for the affected person if they:

- 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

## Complaint Procedure for Service Users

You can complain:

- In person
- By telephone
- Through a member of staff
- Through an advocate or representative

*Where someone complains verbally we will make a written record and provide a copy of it within 3 working days*

- By email

### 6. Anonymous Complaints

We deal with anonymous complaints under the same procedure. However, it should be noted, if you provide contact details, we can update you on 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
- Advice on where you may get that help
- Information about making a complaint in a way you can understand

### 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
- 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. However, we will consider whether you had a 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 the Registered Manager at:

The Inclusion Project

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## Complaint Procedure for Service Users

Regus  
2 Falcon Gate  
Welwyn Garden City  
Hertfordshire  
AL7 1TW  
07545 685414

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

You can contact them at:

The Local Government and Social Care Ombudsman  
PO Box 4771,  
Coventry CV4 0EH,  
Tel: 0845 602 1983 or 024 7682 1960,  
Fax: 024 7682 0001,  
advice@lgo.org.uk

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

'The Inclusion Project at Home' services are registered with and regulated by the Care Quality Commission. 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

Care Quality Commission (CQC)  
National Correspondence  
Citygate, Gallowgate  
Newcastle upon Tyne NE1 4PA  
Tel: 03000 616161  
Fax: 03000 616171

Website: [www.cqc.org.uk](http://www.cqc.org.uk)

## Complaint Procedure for Service Users

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## Complaints and Compliments Register

Date	Name of person making complaint/compliment	Summary of complaint/compliment	Action taken

## Complaints and Compliments Register

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## Complaint Acknowledgement Letter Template

Put on headed paper

[Insert date]

[Insert name]

[Insert address]

**Our contact details:** [Insert name, email address and phone of person managing this complaint]

Dear [Insert title and name]

[Insert heading. For example, Complaint about..... ]

Thank you for bringing to our attention your concerns in [your letter/your email/our conversation] of [date]. I am sorry that you are not happy with the service provided by The Inclusion Project.

As I understand it, 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 contact me straight away 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 ask them to contact you to arrange].

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].

Please do contact me again in the meantime if I can be of further assistance. My email and phone number are provided above.

Yours Sincerely,

[Insert name and job title]

## Complaint Acknowledgement Letter Template

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## Complaint Final Response Letter Template

Put on headed paper

[Insert date]

[Insert name]

[Insert address]

**Our contact details:** [Insert name, email address and phone of person managing this complaint]

Dear [Insert title and name]

[Insert heading. For example, Complaint about.... ]

My investigation into the concerns you raised on [Insert date] is now complete.

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.]

Point one, I have found that...

Point two, I have found that...

### Outcome

As a result of your complaint we have taken the following action (if not already mentioned above).

[action one]

[action two]

[action three]

I would like to thank you for bringing these matters to our attention. We welcome comments from people who use our services and aim to use these to improve our services.

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 and Social Care Ombudsman, who you can contact at:

Tel: 0300 061 0614

Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

Website: [www.lgo.org.uk](http://www.lgo.org.uk)

Yours Sincerely,

[Insert name and job title]

## Complaint Final Response Letter Template

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