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Complaints, Suggestions and Compliments Policy – QQ79

1. Introduction

We always aim to provide a high standard of care and support across all our services.

The views of the adults we support is important to us and helps us to ensure that our service is consistently meeting people’s needs. If you are unhappy with any of our services, then it is important that you let us know.

If a complaint alerts us to possible abuse or neglect, we will tell the Local Authority’s Adult Safeguarding Team. The Safeguarding Team will decide on how to investigate and monitor the outcomes.

1. 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 manager or the Team Leaders at your individual scheme
* Utilise available comments or suggestion boxes if you would rather make your suggestion that way
* If it is something that Oasis Supported Living as a company needs to consider, you can send it to;

John Gabell

Oasis Supported Living

667 London Road,

Hadleigh,

Essex, SS72EE

Alternatively you can call on 01702 555055 or email at [johngabell@oasiscareservices.org](mailto:johngabell@oasiscareservices.org)

1. *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.

Oasis Supported Living Ltd assures adults and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

1. *Who can complain?*

Anyone affected by the way Oasis Supported Living Ltd provides services can make a complaint. A representative can make a complaint 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.

1. *How can you make a complaint?*

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 letter; or,
* By email

1. *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.

1. *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

1. *How We Handle Complaints*

The Registered Manager or Oasis Supported Living Ltd 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 formally 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

1. *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.

1. *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:

Oasis Supported Living

667 London Road,

Hadleigh,

Essex, SS72EE

Alternatively you can call on 01702 555055 or email at [johngabell@oasiscareservices.org](mailto:johngabell@oasiscareservices.org)

You can also contact your Local Authority’s complaints team to complain. You can access this information by speaking with your social worker/duty team.

Once we have dealt with your complaint, if you’re 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

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

Please note that the LGO will not normally investigate a complaint until the provider has had an opportunity to respond to and resolve matters.

Finally, Oasis Supported Living is registered with and regulated by the Care Quality Commission, otherwise known as the CQC. The CQC cannot get involved about individual complaints about providers but is happy to receive information about services at any time.

You can contact the CQC at;

CQC National Customer Service Centre

Citygate,

Gallogate,

Newcastle-upon-Tyne, NE1 4PA

\*We can provide this policy in other languages or in other formats on request.

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# Complaints Form

|  |  |  |  |
| --- | --- | --- | --- |
| Reason for Complaint | |  | |
| Name of complainant |  | Are they being represented? If so, by whom? |  |
| Address or scheme at which the complainant resides? | |  | |
| Date of complaint |  | Date complaint acknowledged |  |
| Date response required by: |  |
| If the complainant is not the adult in question, what evidence has been provided that they have consented for you to complain on their behalf: | | | |
|  | | | |
| Overview of Complaint (append complaint letter or notes of verbal complaint to this form): | | | |
|  | | | |
| Investigation Plan (outline the planned activities to investigate the complaint): | | | |
|  | | | |
| Findings of Investigation (append interview notes to this form): | | | |
|  | | | |
| Proposed Response | | | |
|  | | | |
| Approved by: | |  | |
| Response provided by: | |  | |
| Method (attach any written communication to this form): | |  | |
| Date: | |  | |