



**APRIL COMPLETE CARE SOLUTIONS LTD
(The “Company”)**

Complaints & Compliments Policy

April Complete Care Solutions Ltd

14 Hendre Road,
Pencoed, Bridgend
CF35 5NW

Telephone 01656 863963

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1. INTRODUCTION

Passionate about providing high quality services that make a real difference to the lives of our service users, April actively welcomes customer feedback. After all, their views and comments enable us to learn from our performance and to take positive action to continually improve all of our services and maximise customer satisfaction.

We also recognise that there may be occasions when our services fall short of the client's aspirations and our high standards and that a client may need to complain about an aspect of the service.

To enable us to more effectively listen to views and feedback, we have introduced this clear, concise and easily accessible policy for dealing with enquiries, comments, complaints or compliments.

A truly people-focused organisation, we will provide training for all of our staff, so that they are able to effectively handle and communicate any enquiries, comments, complaints and compliments.

2. POLICY AIMS

- All comments on service standards will be acknowledged, considered and where appropriate, acted upon with feedback always being provided to the person making the comment.
- All complaints will be dealt with within the timescales set out in this policy and to the satisfaction of both the customer and the company.
- Any matters regarding customer dissatisfaction will be put right as quickly and as simply as possible. We will also improve services to ensure that these issues do not arise again.
- To quickly implement any improvements to our policies and procedures arising from a comment or a complaint.

2.1 ENQUIRIES, COMMENTS, COMPLAINTS & COMPLIMENTS

If you wish to comment on any of our services or have an enquiry, any of the following steps may be taken:

Contact our Registered Manager, Katie Jones

Call: 01656 863963

Email: katie@aprilcare.co.uk

Write to: Katie Jones, April Complete Care Solutions Ltd
14 Hendre Road, Pencoed, Bridgend CF35 5NW

We welcome all comments and enquiries and will deal with them all seriously. In line with this policy, they will be acknowledged, directed to the appropriate area of service and where appropriate, a full response given.

2.1 All compliments will be treated in the same way with the appropriate people being made aware of the appreciation expressed. Staff are also rewarded when a compliment is received about them.

2.3 All enquiries, comments and compliments will be recorded and monitored with the information being fed back into policy and service reviews to ensure continuous service improvement.

3 April accepts the rights of service users to make complaints and to register concerns about the services received. It further accepts that they should find it easy to do so. It welcomes complaints and looks upon them as opportunities to learn, adapt, improve and provide better services.

This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by service users and their relatives, carers and advocates are taken seriously.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is not part of the agency's disciplinary policy.

April believes that failure to listen to or acknowledge complaints leads to an aggravation of problems, service user dissatisfaction and possible litigation. April supports the idea that most complaints, if dealt with early, openly, and honestly, can be sorted at a local level between just the complainant and April.

April acts on the basis that, wherever possible, complaints are best dealt with on a local level between the complainant and their Registered Manager.

3.1 Aim of the Complaints Procedure.

April aims to ensure that its complaints procedure is properly and effectively implemented and that service users feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

Specifically, it aims to ensure that:

- Service users, carers and their representatives are aware of how to complain and that April provides easy to use opportunities for them to register their complaints
- A named person will be responsible for the administration of the Complaints procedure
- April will aim to acknowledge all written complaints within two working days.
- All complaints are investigated within 28 days of being made.
- All complaints are responded to in writing within 28 days of being made.
- Complaints are dealt with promptly, fairly, and sensitively, with due regard to the upset and worry that they can cause to both staff and service users.

3.2 Responsibilities

April: -

The named complaints manager with responsibility for following through complaints for April is:

Katie Jones – Registered Manager, April Complete Care Solutions, 14 Hendre Road, Pencoed, Bridgend, CF35 5NW. katie@aprilcare.co.uk

Following your complaint, if you feel your complaint has not been dealt with to a conclusion or you are unhappy with the way the complaint has been dealt with you may contact the:-

CIW (Care Inspectorate Wales), Rhydycar Business Park, Merthyr Tydfil CF48 1UZ.

Phone: 0300 790 0126. <https://careinspectorate.wales/>

In the event of the complaint involving alleged abuse or a suspicion that abuse has occurred, the organisation will refer the matter immediately to the Local Safeguarding Board manager. Usually the board will call a strategy meeting to decide on the actions to be taken next. This could entail an assessment of the allegation by a member of the Safeguarding Authority team.

4. Complaints Procedure

4.1 Verbal complaints

April accepts that all verbal complaints, no matter how seemingly unimportant, must be taken seriously.

April staff, who receive a verbal complaint are expected to seek to solve the problem.

Staff are expected to remain polite, courteous, sympathetic, and professional to the complainant. They are taught that there is nothing to be gained by adopting a defensive or aggressive attitude.

At all times in responding to the complaint, staff are encouraged to remain calm and respectful.

Staff should not accept blame, make excuses or blame other staff.

If the complaint is being made on behalf of the service user by an advocate, it must first be verified that the person has permission to speak for the service user, especially if confidential information is involved. (It is very easy to assume that the advocate has the right or power to act for the service user when they may not). If in doubt it should be assumed that the service user's explicit permission is needed prior to discussing the complaint with the advocate.

After talking the problem through, the Team Leader or member of the Senior Management Team dealing with the complaint will suggest a course of action to resolve the complaint. If this course of action is acceptable then the member of staff should clarify the agreement with the complainant and agree a way in which the results of the complaint will be communicated to the complainant (i.e. through another meeting or by letter).

If the suggested plan of action is not acceptable to the complainant, then the member of staff or manager will ask the complainant to put their complaint in writing to the Care Manager. The complainant should be given a copy of April complaints procedure if they do not already have one.

Details of all verbal and written complaints must be recorded in the Complaints file.

4.2 Serious or written complaints

1. Preliminary steps:

When April receives a written complaint it passes it to the Registered Manager who records the Complaint on the complaint form and aims to send an acknowledgment letter within two working days to the complainant

The manager also includes a leaflet detailing Aprils procedure for the complainant. (The complaints manager is the named person who deals with the complaint through the process)

if necessary, further details are obtained from the complainant; if the complaint is not made by the service user but on the service user's behalf, then consent of the service user, preferably in writing, must be obtained from the complainant

If the complaint raises potentially serious matters, advice could be sought from a legal advisor. If legal action is taken at this stage, any investigation by April under the complaints procedure immediately ceases.

If the complainant is not prepared to have the investigation conducted by the organisation, he or she should be advised to contact the local authority (if it provides the individual's funding)

Investigation of the complaint by April:

1. Immediately on receipt of the complaint, the complaints manager services start an investigation and within 28 days should be in a position to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned
2. If the issues are too complex to complete the investigation within 28 days, the complainant will be informed of any delays.

Meeting:

1. If a meeting is arranged, the complainant will be advised that they may if they wish bring a friend, relative or a representative such as an advocate
2. at the meeting a detailed explanation of the results of the investigation will be given and also an apology if it is deemed appropriate (apologising for what has happened need not be an admission of liability)
3. Such a meeting gives the agency management the opportunity to show the complainant that the matter has been taken seriously and has been thoroughly investigated.

Follow-up action:

After the meeting, or if the complainant does not want a meeting, a written account of the investigation will be sent to the complainant. This includes details of how to approach the CIW if the complainant is not satisfied with the outcome.

The outcomes of the investigation and the meeting are recorded in the Complaint Book and any shortcomings in agency procedures will be identified and acted upon

The outcome of the complaint is documented.

April management formally reviews all complaints at least every six months as part of its quality monitoring and improvement procedures to identify the lessons learned.

5. RECORDING, MONITORING & REPORTING

Information from complaints will be fed securely into policy and service reviews to ensure continuous service improvement. The number of complaints received and our performance in resolving complaints will be reported to all relevant bodies and published annually in our quality assurance report.

A complaints register will also be kept and will be updated at each stage of the procedure with information about the relevant issues, timescales and person dealing with the complaint.

6. VEXATIOUS COMPLAINTS

Vexatious complaints have the potential to consume resources and cause stress for our staff whilst achieving no benefits for service users. Complaints that are thought to be vexatious will be initially investigated to determine that this is the case. The Registered Manager will make this decision. Vexatious complaints will not be pursued after the aforementioned investigation.

The receipt and rejection of a vexatious complaint, (including the reason(s) for the rejection) will however be recorded and managed by the Registered Manager.

Legal advice will be sought where a vexatious complaint involves a member of staff.

7. MISCONDUCT OF EMPLOYEES

Where a complaint alleges potential employee misconduct our disciplinary policy may have to be involved. In these cases, the complainant will be interviewed by a Manager of April Complete Care Solutions Ltd and appropriate action will be taken. This will be managed by the Registered Manager.