

COMPLAINTS PROCEDURE

POLICY STATEMENT

The home believes that if a resident wishes to make a complaint or register a concern they should find it easy to do so. It is the homes policy to welcome complaints and look upon them as an opportunity 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 residents and their relatives and carers are taken seriously.

This policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation and form no part of the homes disciplinary policy.

The home believes that failure to listen to or acknowledge complaints will lead to an aggravation of problems, resident dissatisfaction and possible legal proceedings. The home supports the concept that most complaints, if dealt with early, openly and honestly, can be sorted at a local level between just the complainant and the home. If this fails due to either the home or the complainant being dissatisfied with the result the complaint will be referred to the National Care Standards Commission and legal advice will be taken as necessary.

AIM

The aim of the home is to ensure that its complaints procedure is properly and effectively implemented and that residents feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

OBJECTIVES

The goals of the home are to ensure the following:

1. Residents, their representatives and carers are aware of how to complain and that the home provides easy to use opportunities for them to register their complaints.
2. Matron will be responsible for the administration of these procedures.
3. Every written complaint is acknowledged within two working days.
4. Investigations into written complaints are held within twenty-eight days.
5. All complaints are responded to in writing by the home.
6. Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they cause to both residents and staff.

INFORMAL COMPLAINTS

These are day-to-day complaints, which can usually be resolved relatively simply.

The person complaining should direct the complaint in the first instance to the nurse in charge of the shift.

The nurse in charge will discuss the matter with the complainant and try and resolve the problem there and then. If appropriate, details of the complaint will be noted in the residents personal file.

If it is not possible to resolve the complaint, arrangements will be made for the matter to be brought to the attention of Matron who will, if appropriate, arrange a meeting with the complainant to investigate the complaint in more depth and again attempt to resolve the matter. The report from the nurse in charge to Matron must contain the following information:

Time & date of complaint

Complainants name, address & telephone number

Description of complaint

Description of action taken at the time of complaint to resolve the situation

Name(s) of staff or other people who became involved

If the matter still cannot be resolved, the complaint should be dealt with as a Formal Complaint using the following procedure.

FORMAL COMPLAINTS

These complaints are usually of a more serious nature, which are not able to be resolved by the informal procedure.

All formal complaints should preferably be made in writing and addressed to Matron.

On receipt of a formal complaint Matron will:

Contact the proprietors and arrange a meeting for further discussion and advisement

Acknowledge the receipt of the letter of complaint promptly

Advise the complainant in writing of the action that will be taken to investigate and resolve the complaint.

Conduct an investigation into the matters surrounding the complaint and try to find a satisfactory solution.

Unless specifically requested otherwise, record the details of the complaint and the solution if any, both in the patients file and the homes complaints book.

FURTHER ACTION

If after exhausting the homes complaints procedure the matter still remains unresolved then the complainant has the right to take the complaint to the Commission for Social Care Inspection at the following address:

St Nicholas Building
St Nicholas Street
Newcastle upon Tyne
NE1 1NB

Tel: 0191 2333300
Fax: 0191 2333301

Email: enquiries.northeastern@csci.gsi.gov.uk