



## **Grace Eyre POLICIES AND PROCEDURES**

### **Complaint Policy & Procedure**



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Grace Eyre respects everybody's right to raise concerns or make a complaint in regards to the services they receive, or care and support that has been observed that does not meet acceptable standards. As an organisation we are committed to deliver the highest quality services and will ensure that all complaints both formal and informal will be used to improve future standards and quality of care.

The organisation regards complaints positively and as an opportunity to review service provision. This policy relates to complaints made by a service user, a member of the public, a shared lives carer, a relative or an advocate or friend acting on behalf of a service user.

This policy does not relate to complaints made by staff. The organisation's grievance procedure for members of staff will be implemented, if required.

Where a concern or complaint relates to suspicion or evidence of abuse or neglect of a vulnerable adult, the organisation will initiate the local Policy and Procedure for the Protection of Vulnerable Adults.

### **Accessible Information**

Grace Eyre has an accessible summary of the complaints policy & procedure (appendix 1), a complaints form (appendix 2) and a post card (Appendix 3) which will support service users to make a complaint and/or inform the organisation that they want to talk to a staff member or Grace Eyre manager about a concern or complaint they have.

### **Compliments**

Grace Eyre also receives regular compliments about the quality and standards of care the service provides. The organisation will ensure that all compliments are fully documented and where appropriate acknowledged.

Grace Eyre staff, carers and managers within the Shared Lives, Active Lives and Choices services are all committed to continuous service improvement and will ensure that people are offered the appropriate time and space to discuss their concerns.

### **Informal Complaints**

Grace Eyre staff will usually try and address issues raised in an informal manner, and will ensure that the complaint is dealt with as quickly as possible. Both formal and informal complaints and/or comments are logged on the complaint form and a complaint feedback form (appendix 4) is given to the complainant. A key commitment is to ensure the individual/s is satisfied with the action taken or improvements made to the service.

### **Dispute Resolutions**

On some occasions there could be disputes between two or more service users. This could still constitute a formal complaint but could also be more appropriately dealt with under our '*Dispute Resolution Policy*'.

### **Formal Complaints**

Where an issue of a more serious nature is raised or when a complaint cannot be dealt with at an informal level, Grace Eyre will follow the following six stages.

### **Procedure:**

1. The outline of the complaint will be fully documented on the complaints form (appendix 2).
2. A meeting will be arranged or an acknowledgement will be sent within 5 working days to the complainant detailing who will investigate together with a timescale.
3. A full investigation will be carried out by a manager and/or Director within 14 days of the complaint. If a longer timescale is needed, a meeting and/or letter will be held/sent explaining why a longer time is needed.
4. A meeting will be arranged or a letter sent detailing the outcome of the investigation within 5 working days of the end of the investigation.
5. The complaints feedback form will be completed and will be available at the meeting.
6. A letter explaining how the person can appeal the decisions will be sent and what actions have been taken to improve future services and whether any other agencies have been informed or involved.

### **Confidentiality**

Grace Eyre will ensure all complaints are dealt with confidentially, and information will only be shared on a need to know basis in line with Grace Eyre policy on confidentiality.

### **Contact with other Agencies**

On occasions the nature of the complaint may require the organisation or the complainant to contact other agencies. All individuals have the right to contact these agencies where significant incidents, criminal acts or issues around abuse or adult protection have occurred.

This could involve Social Services, The Police and The Care Quality Commission (CQC)

Key contact numbers/addresses.

Brighton & Hove Social Services Duty Team  
86 Denmark Villas  
Hove  
BN3 3TY  
Tel. 01273 295555

West Sussex Social Services Duty Team  
1 St Georges Road  
Worthing  
West Sussex  
BN11 2DS  
Tel: 01903-843350

East Sussex Social Services Duty Team  
County Hall,  
St. Ann's Crescent,

Lewes,  
East Sussex  
BN7 1SW

01273 481000  
East Sussex CC, Main Switchboard

CQC - Care Quality Commission  
South East Region  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Tel: 03000616161  
Email: [enquiries.southeast@cqc.org.uk](mailto:enquiries.southeast@cqc.org.uk)

### **Support for the individual.**

When a service user has raised a complaint the main issue for Grace Eyre will be to act in their best interest and ensure they have the appropriate support and guidance available. This could include independent advocacy or support from the local social services team.

### **Staff Conduct.**

Grace Eyre expects the highest standards of care and support from all its staff teams. When a complaint is made about one of the staff or managers, Grace Eyre will implement the organisations disciplinary procedure.

### **Conduct of Shared Lives Carers**

Grace Eyre supports service users to live in a wide range of different family and supported living environments. If the concern or complaint is about the conduct of a shared lives carer (self employed), the same procedure as for other complaints will be used. In addition, an additional carer's review will be held and if appropriate, the shared lives panel will be presented with a report of any recommendations. For further information see carer's contract and terms of reference for the shared lives panel.

### **Contact with the Care Quality Commission.**

In line with the regulatory requirements for shared lives and choices, all serious incidents and complaints are fully documented and reported to the Care Quality Commission by the registered manager.

Appendix 1: Summary of Complaints Policy

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## **COMPLAINTS POLICY**

<p>GRACE EYRE THINK IT IS GOOD THAT PEOPLE MAKE COMPLAINTS SO WE CAN IMPROVE WHAT WE DO.</p>	
	<p>PEOPLE WHO USE OUR SERVICES, THEIR FAMILIES AND FRIENDS, PAID CARERS AND MEMBERS OF THE PUBLIC CAN USE THIS POLICY – BUT NOT STAFF OF GRACE EYRE – THEY SHOULD USE THE ‘GRIEVANCE PROCEDURES’.</p>
<p>IF PEOPLE HAVE BEEN ABUSED – ANOTHER POLICY WILL BE USED CALLED ‘SAFEGUARDING VULNERABLE ADULTS’.</p>	
	<p>PEOPLE CAN ALSO USE THE POST CARD IF THEY WANT TO TALK TO SOMEONE AND WE WILL WRITE ALL INFORMATION DOWN AT THE BEGINNING AND END OF THE COMPLAINT.</p>
<p>GRACE EYRE THINKS IT IS GOOD IF PEOPLE WANT TO SAY SOMETHING GOOD ABOUT GRACE EYRE – WE WILL ALSO WRITE THIS DOWN</p>	
<p>INFORMAL AND FORMAL COMPLAINTS ARE ALL TREATED SERIOUSLY AND ARE WRITTEN DOWN. WE HAVE A TIME TABLE</p>	

<p>FOR WHAT SHOULD HAPPEN;  <b>1 WEEK</b> - SOMEONE SHOULD TALK TO YOU AND/OR SEND YOU A LETTER SAYING WHO IS GOING TO INVESTIGATE.  <b>2 WEEKS</b> - GRACE EYRE STAFF WILL DO THE INVESTIGATION</p> <p><b>1 WEEK</b> - SOMEONE WILL TALK TO YOU AND/OR SEND YOU A LETTER SAYING WHAT THEY HAVE FOUND AND WHAT WILL HAPPEN NEXT.</p> <p><b>1 WEEK</b> - IF YOU ARE NOT HAPPY WITH GRACE EYRE'S INVESTIGATION, YOU CAN TALK TO SOCIAL SERVICES (Tel' 01273 – 295555) OR CARE QUALITY COMMISSION (Tel. 03000616161)</p>	
	<p>YOU CAN HAVE SOMEONE TO HELP AND SUPPORT YOU WHILE YOU MAKE A COMPLAINT. AN ADVOCATE OR FRIEND.</p>
<p>EVERYTHING YOU SAY WILL BE KEPT CONFIDENTIAL UNLESS IT IS BREAKING THE LAW OR ABUSE BUT WE WILL LET YOU KNOW WHO WE HAVE TO TELL.</p>	
	<p>IF THE COMPLAINT IS ABOUT STAFF WE WILL USE ANOTHER POLICY CALLED 'DISCIPLINARY POLICY' TO INVESTIGATE THE COMPLAINT.</p>
<p>IF THE COMPLAINT IS ABOUT A PAID CARER WE WILL USE THIS POLICY BUT WE WILL ALSO USE THE 'CARERS CONTRACT' AND 'TERMS OF REFERENCE FOR SHARED LIVES PANEL'.</p>	



WE WILL LET THE CARE QUALITY  
COMMISSION AND SOCIAL  
SERVICES KNOW THE OUTCOME  
OF THE COMPLAINT.

**THE END**