



POLICIES AND PROCEDURES

Complaint Policy & Procedure



Date approved: August 2024
Approved by: SLT
Date for Review: August 2028
Contact person: Chief Executive

Who is the policy for?
GE Staff: YES
Shared Lives Carers: YES
Volunteers: YES
General Public: YES

Complaint Policy Summary



This policy is about making complaints and compliments.



If you are not happy with Grace Eyre, it tells you what to do.



It tells you who to talk to if you are not happy.

It has forms you can use too.

















**For more
information
contact:**



**Eva Eriksson
Chief Executive**

Complaints Procedure Summary.

	<p>Grace Eyre thinks it is good that people complain. It means we can make things better.</p>
	<p>The complaints policy is for:</p> <ul style="list-style-type: none"> • People we support. • Family. • Friends. • Carers. • Public. <p>It is not for staff. Staff should use their policy called “Grievance”.</p>
	<p>Complaints about abuse will use a different policy called “Safeguarding”.</p>
	<p>To make a complaint you can use a feedback form. You can also phone, or email.</p>
	<p>When you make a complaint, Grace Eyre will write it all down.</p>
	<p>Grace Eyre like it when you have nice things to say. They will write that down too. You can use a feedback form to say good things too.</p>
	<p>Informal complaints are when you talk to someone who can help to sort it out.</p>
	<p>Formal complaints are when you fill in a form, telephone or send an email.</p>

	<p>Grace Eyre thinks both of these are important.</p>
	<p>When you make a complaint, you can ask someone to help you. It can be a friend, staff, or family. You can talk to the Our Voices Head of Service on 07921 095492.</p>
   <p>Jasmin Baines 16 High Street Sunnyfield PT1 1AB</p>	<p>When you make a complaint, Grace Eyre will try to sort it out:</p> <ul style="list-style-type: none"> • Week 1: Someone will talk to you or send you a letter/email. It will tell you who is finding out what happened. • Week 2 and 3: Grace Eyre staff will find out what happened and think about what they can do. • Week 4: Someone will talk to you or send you a letter/email. It will tell you what they have found out. It will tell you what they are going to do about it. • Week 5: If you are not happy you can tell someone: <ul style="list-style-type: none"> ○ Social Workers: 01273 295 555 (Brighton & Hove City Council) ○ Social Workers: 01243 642 121 (West Sussex County Council) ○ Social Workers: 01273 481 242 (East Sussex County Council) ○ Care Quality Commission: 03000 616 161
	<p>Complaints will be kept private unless it is abuse or breaking the law. Grace Eyre will tell you if they tell someone.</p>
	<p>Complaints about staff will also use the staff policy called "Disciplinary Policy".</p>
	<p>Complaints about paid carers will also use the "carers' contract" and "terms of reference for shared lives panel".</p>



They will tell the Care Quality Commission what has happened.

Complaint Policy & Procedure

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 or behaviours of Third Parties acting on our behalf that does not meet acceptable standards. As an organisation we are committed to deliver the highest quality services, we want to ensure that all complaints both formal and informal is used to improve future standards and quality of care and will ensure that any learning from any complaints are acted upon.

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

Grace Eyre is a member of the Fundraising Standards Board, and we follow the institute of Fundraising's *Code of Fundraising*. All our Fundraising practices will strive to comply with this Code.

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

Where a concern or complaint relates to suspicion or evidence of abuse or neglect of an adult at risk, the organisation will initiate the Sussex Multi-Agency Policy & Procedure for Safeguarding Adults at Risk.

Accessible Information

Grace Eyre has an accessible summary of the complaints policy & procedure, and a feedback form (appendix 1), which will help people we support with learning disabilities and/or autistic people 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.

How to make a complaint

Investigating and learning from complaints is the responsibility of the Chief Executive of Grace Eyre. Complaints can be made by using our feedback form, by telephone, online or in writing:

1. Feedback form – please fill in a form, or tell your support worker, and put it in a Grace Eyre feedback box.
2. By Telephone – phone Eva Eriksson on 01273-201908 or you can phone the manager of your service.
3. Online – use this link to our website to fill in a form – [Feedback - Grace Eyre \(grace-eyre.org\)](https://www.grace-eyre.org/feedback)
4. In writing to:
Eva Eriksson, CEO
36 Montefiore Road
Hove
East Sussex, BN3 3GN

Compliments

Grace Eyre also receives regular compliments about the quality and standards of care the services 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, Choices and Grace Eyre Housing 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 – Level 1

Grace Eyre staff will usually try, and address issues raised in an informal manner (Level 1) and will ensure that the complaint is dealt with as quickly as possible. Level 1 complaint is dealt with by the local manager (see appendix 2 for responsible managers) and will be recorded in our CRM system. The complainant's feedback is also recorded on our CRM system. A key commitment is to ensure the individual/s is satisfied with the action taken or improvements made to the service.

On some occasions there could be disputes between two or more service users. This could constitute an informal complaint and should be dealt with under this procedure.

Formal Complaints – Level 2

Where an issue of a more serious nature is raised or when a complaint cannot be dealt with at Level 1, Grace Eyre will follow the Level 2 investigation procedures. All complaints at Level 2 are dealt with by the Chief Executive who will make the decision as to who should investigate. A record of the investigation and its outcome and possible appeal is kept on Salesforce. All complaints from a member of the public will be dealt with under Level 2.

On some occasions there could be disputes between two or more people we support. This could constitute a formal complaint and should be dealt with under this procedure.

All complaints should follow the following six stages.

Procedure:

1. The outline of the complaint will be fully documented on our CRM System.
2. A meeting will be arranged, or an acknowledgement will be sent/ emailed 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, head of service, director or the chief executive within 14 days of the complaint. If a longer timescale is needed, a meeting will be held, or a letter/email will be sent explaining why a longer time is needed.
4. A meeting will be arranged, or a letter/email sent detailing the outcome of the investigation within 5 working days of the end of the investigation.
5. The complaints investigation & feedback will be completed on our CRM system and will be available at the meeting or copy sent/emailed.
6. A letter explaining how the person can appeal the decisions will be sent/emailed and what actions has 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, breaches of the Code of Fundraising or issues around abuse or adult protection have occurred.

This could involve Social Services, The Police and The Care Quality Commission (CQC) or Fundraising Standards Board.

Key contacts:

Specialist Community Disability Service (SCDS)

Wellington House
Wellington Street
Brighton
BN2 3AX
Tel. 01273 295 550
Email: SCDSIntake@brighton-hove.gov.uk

West Sussex Social Services Duty Team

Coastal:
Bridge House
Barrington Road
Worthing
West Sussex
BN12 4SE
Tel: 01903 846656
Email: ctpld.coastal.duty@westsussex.gov.uk

North:
County Hall North
Chant Way
Horsham
RH12 1XH
Tel: 01903 846656
Email: ctpld.north.duty@westsussex.gov.uk

Western:
Durban House, South Bersted Industrial Park
Durban Road
Bognor Regis
West Sussex
PO22 9RE
Tel: 01903 846656
Email: ctpld.western.duty@westsussex.gov.uk

East Sussex Social Services Duty Team

Eastborne Downs & Weald Community Disability Team
The Bellbrook Centre
Uckfield
East Sussex
TN22 1QL
Tel: 0300 304 0313

Hastings and Rother Community Learning Disability Team

Cavendish House
Breeds Place

Hastings
East Sussex
TN34 3AA
Tel: 01323 747117

Complaints:
Tel: 0345 6080191
Email: socialcaredirect@eastsussex.gov.uk

CQC - Care Quality Commission

South East Region
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616 161
Email: enquiries.southeast@cqc.org.uk

Fundraising Standards Board

www.frsb.org.uk/complaints

Support for the individual.

When a person we support 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 and any Third Party acting on our behalf. 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 people that use our services 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: Feedback Form
Appendix 2: Complaints - Responsible Managers
Appendix 3: Response to your complaint
Appendix 4: Level 2 Complaint Investigation

Feedback Form

Use this form to tell us your:

-  Complaints
-  Compliments
-  Comments



You can also fill in this Feedback Form online at www.grace-eyre.org/feedback.



Step 1: Fill in this form

My feedback is a:

- Complaint  Compliment  Comment 

You do not have to tell us your name or contact details if you don't want to.

My name is:

My email address is:

My phone number is:

My feedback is:



Step 2 Put your form in a Grace Eyre post box.

Complaints will be read by Eva Eriksson, the Chief Executive.
If you left contact details we will get back to you in 1 week.




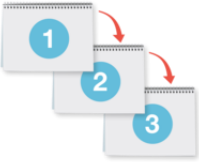


Thank you for sharing your feedback with us.

Appendix 3: Complaints Responsible Managers

Service Area	Complaints Responsible Manager	Line Manager
All Level 2 complaints	CEO	Chair of Board of Trustees
Brighton & Hove – Choices Community Outreach Support	Service Manager	Head of Services (Choices B&H)
Brighton & Hove – Choices Sackville Gardens	Service Manager	Head of Services (Choices B&H)
Brighton & Hove – Choices Cromwell Road	Service Manager	Head of Services (Choices B&H)
Brighton & Hove – Choices Rutland Gardens	Service Manager	Head of Services (Choices B&H)
Brighton & Hove – Choices Mantell House	Service Manager	Head of Services (Choices B&H)
Brighton & Hove – Choices Beaconsfield Villas	Service Manager	Head of Services (Choices B&H)
Brighton & Hove – Choices Hawkhurst Road	Service Manager	Head of Services (Choices B&H)
West Sussex – Choices Northern	Service Manager	Head of Services (Choices WS)
West Sussex – Choices Western	Service Manager	Head of Services (Choices WS)
West Sussex – Choices Coastal	Service Manager	Head of Services (Choices WS)
Sussex - Shared Lives	Head of Service - Shared Lives	Deputy Services Director
Active Lives Services	Head of Service – Active Lives	Deputy Services Director
Grace Eyre Housing	Head of Service - Housing	Housing Director
Fundraising	Fundraising Manager	Director of Income Generation
Finance	Finance Manager	Corporate Director
Human Resources	Human Resources Manager	Corporate Director
IT & Software	IT Manager	Corporate Director
Health & Safety	Health & Safety Manager	Housing Director
Quality	Quality Manager	Corporate Director






Address:

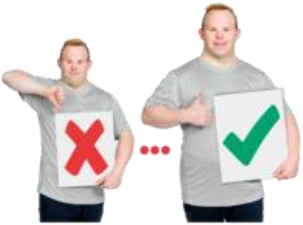



Date:

Response to your complaint	
	Dear....
	Thank you for telling us about
	It is important people tell us when they are not happy about something we have done. This means we can improve what we do in the future
	This is what we will do next....
	This is when we will next be in contact.....
	If you are not happy with our response, you can let us know. Contact Details:
Insert your picture	From.....

Address:

Date:

Response to your complaint	
	Dear....
	Thank you for telling us about
	It is important people tell us when they are not happy about something we have done. This means we can improve what we do in the future
	This is what you told us.....
	This is what we have found out

	<p>This is what we will do to put things right...</p> <p>OR</p> <p>We are sorry you are upset but we have looked at what happened and think that</p>
	<p>We are sorry</p> <p><i>(Do not include this bit if we haven't found an issue)</i></p>
	<p>If you are not happy with our response, you can let us know.</p> <p>Contact Details:</p>
	<p>If you are not happy with our response and want someone other than Grace Eyre to deal with your complaint, you can contact:</p> <ul style="list-style-type: none"> • Brighton Social Workers: 01273 295 550 • East Sussex Social Workers: • West Sussex Social Workers: 01243 642121 • Care Quality Commission: 0300 061 61 61
<p>Insert your picture</p>	<p>From.....</p>

Investigation Report for Complaints- Level 2

To be completed by the Investigating Officer for the complaint

Investigation Report Details:	
Name of Person making complaint:	
Individuals affected within this complaint: <i>(Include staff, people we work with, Shared Lives Carers, families, and the public)</i>	
Name of Investigating Officer:	
Summary of Complaint:	
Chronology of Events:	
Date	Event
Summary of investigation meeting discussions:	
Make sure to reference any key findings from any specific complaint reports.	
<i>In addition to the summary, please attach copies of all investigation meeting notes and statements to this report</i>	
Outline a list of the statements and other any other evidence during the complaint investigation	

Summary of investigation:

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Recommendations:

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Investigating Officer's Signature:

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Date:

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The decisions about what recommendations are followed (if any) are determined by the CEO.