

## Compliments, Concerns and Complaints

### **1 Policy**

#### **1.1 Outcomes**

People using and commissioning Hesley Group services for children, young people and adults know they will receive an effective, safe and high quality standard of provision.

People know that if the usual high standard of provision is not provided they may complain.

People can be confident their complaint will not result in any retribution, but will be treated in an open, non-discriminatory way that seeks effective resolution and will wherever possible be treated in confidence.

People will be supported to make a complaint in a manner that meets their individual needs.

We will learn from mistakes, take the opportunity to put things right and to improve the standard of care and support to people who use Hesley Group services.

#### **1.2 Why we need a policy**

Our aim is to put you first and provide you with the best possible service. To make this aim a reality it is important that you tell us what you think about the services we provide. We are required by law to have a complaints procedure in place that is accessible to everyone who may need it.

We take a range of steps to ensure our services are of a good quality, including the vetting, checking and training of employees, quality checks and audit processes relating to all aspects of our services including premises and health and safety. We also invest heavily in providing person centred support that aims to meet people's individual needs. We also have in place a comprehensive set of policies to assist us in ensuring that we deliver the quality of provision that we promise.

It is important that positive comments are also recorded, acknowledged and monitored, and we welcome these. However, despite all this, we know there will be times when people who use our services, or someone acting on their behalf, will be unhappy with some aspect of the service provided.

The Compliments, Concerns and Complaints Procedure is one way you can do this. You can tell us when we get things wrong so we can put them right. You can also tell us when we get things right, make comments about the things we do and suggest new ways of doing things.

We understand that sometimes it is difficult to complain. If you are someone supported by Hesley Group and wish to make a complaint, we will provide you with the support you need to make it. If you do need to make a complaint, we will take your concerns seriously.

We will treat you fairly and with respect and you can be confident that you will not receive a poorer service as a result. If we uphold your complaint you can expect an apology and for us to put things right quickly. What we ask in return is that you treat our staff with respect.

In addition to resolving your complaint we will use the information we gather on complaints to help us improve the services we provide.

### 1.3 **Complaints we are unable to deal with**

There will be times when we are unable to accept a complaint. The reasons for this are set out within the Practice Guidance, Corp 10.1.1. Generally, this will apply where:

- The circumstances giving rise to the complaint were beyond our control, or involve matters that concern staff employment standards,
- the complaint falls outside the set time period, or
- the complaint has already been fully investigated.

If you represent a person who lacks capacity to consent to a complaint being made on their behalf, we will need to determine whether an investigation is in the person's best interests before proceeding with an investigation.

### 1.4 **Informal and formal procedures**

We will always aim to agree a resolution to a concern or complaint informally, however, there may be times when it is necessary to progress a complaint in a more formal manner.

The Practice Guidance, Corp 10.1.1, tells you about this process.

If, at the conclusion of the Hesley Group process, you a) remain dissatisfied and/or b) consider there may have been a breach of the law, the person making

the complaint may contact their purchasing authority (usually their local education authority/social services department or primary care trust) or the appropriate regulator. The relevant contact details appear below:

Adult Services regulator: Care Quality Commission (CQC), who can be contacted at any stage during the process if they feel they need to, particularly if they feel there has been a breach of the law relating to care homes. The contact details for CQC are as follows:

Tel: 03000 616161  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
Fax: 03000 616171

Post: CQC National Service Centre  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Children's Services/Schools regulator: If it is felt there may be a breach of the law relating to children's homes and schools, it is possible to contact Ofsted to report concerns as follows:

Tel: 0300 123 4666 to report concerns  
Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
Fax: 0300 123 3159

Post: Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

## **2 Standard Forms, Letters and Documents**

- 2.1 Compliments, Concerns and Complaints Practice Guidance, Corp 10.1.1
- 2.2 Compliments, Concerns and Complaints Procedure, Corp 10.1.2
- 2.3 Compliments, Concerns and Complaints Monthly Log, Corp 10.1.3
- 2.4 Compliments, Concerns and Complaints Progress Form (Stage 2 to Stage 4), Corp 10.1.4
- 2.5 Template letter 1, Corp 10.1.5
- 2.6 Template letter 1a (Non-Qualification letter), Corp 10.1.5a

- 2.7 Template letter 2, Corp 10.1.6
- 2.8 Template letter 3, Corp 10.1.7
- 2.9 Summary of Compliments, Concerns and Complaints Policy and Guidance, Corp 10.1.8
- 2.10 Easy Read Summary of Policy, Corp 10.1.9