

Compliments and Complaints

1 Policy

1.1 Outcomes

People using and commissioning Hesley Group services (i.e. 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 about the service.

People can be confident their complaint will not result in any retribution, be treated in an open, non discriminatory manner and in a way that seeks effective resolution and wherever possible is 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 improve the standard of care and support to people who use Hesley Group services.

1.2 Why we need a policy

We are required by law to have a complaints procedure in place that is accessible to people who may need it.

We take a range of steps to ensure our services are of a good quality, including the vetting and checking of staff, staff training, quality checks and audit processes, 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 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.

We are keen to ensure when this happens we take the proper steps to put things right. Everyone working for the Hesley Group is taught to accept and understand that, whatever the nature or source of dissatisfaction, they have a duty to listen and take seriously all expressions of dissatisfaction, worries, concerns, or complaints, no matter how they are expressed.

We would 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 is aimed to inform stakeholders and Hesley Group staff about this process.

If, at the conclusion of the Hesley Group process, a complainant a) remains dissatisfied and/or b) considers 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.

Adults 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

Post: CQC National Correspondence 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, they are able to contact Ofsted as follows:

Ofsted
Alexandra House
33 Kingsway
London WE2B 6SE Tel. 08456 404040