

HOW TO MAKE A COMPLAINT ABOUT HESLEY GROUP

Contacting Us

If you are unhappy about a Hesley Group service, you may wish to complain about it. We have procedures that help you to report a concern and we hope that most concerns will be put right or resolved very quickly.

Sometimes the matter may not be readily resolved or you may feel it important to formally complain about something.

You may make a complaint by telephone, in person, in writing or by email (if possible). There is a Contact Form on the Hesley Group website: www.hesleygroup.co.uk.

For Manager Contacts please see page 5. When you make a complaint in person or on the telephone you will be advised that the person taking your complaint will:

- Make a written record of the complaint.
- Provide a copy of the written record within three working days.
- Tell you that your complaint will be acknowledged within three working days and the letter of acknowledgement will give the name of the person who will investigate.

If your complaint concerns something that is an immediate risk to a person(s) we support, we will act as a matter of urgency. We may need to use our organisation's safeguarding procedures to deal with it.

Who Can Complain?

Hesley Group will only accept complaints from the person using the service and not a representative UNLESS:

- where we know that the person we support has consented, either verbally or in writing,

or

- where the person cannot complain unaided and cannot give consent because they lack capacity to do this within the meaning of the Mental Capacity Act 2005,

and

- the representative is seen to be acting in the interests of the person supported – for example, where the matter complained about, if true, would be detrimental to the individual concerned.

People with parental responsibility for children aged under 16 at Ivy Lane School may complain. Complaints made on behalf of young people aged 16 and over at Ivy Lane School will be considered in line with the Mental Capacity Act 2005 as above.



Time Limit for Complaints

Hesley Group operates a 12-month time limit for complaints to be accepted and investigated.

A complaint must be made no later than 12 months after the event occurred, or, if later, the date on which the event came to your notice.

The time limit will not apply if Hesley Group is satisfied that you had a good reason for not complaining within the 12-month time limit and despite the delay Hesley Group are still able to undertake an effective investigation.

Anonymous Complaints

Wherever possible it is important for people who make a complaint to provide us with their details. We will make sure that we do everything we can to investigate an anonymous complaint. We will not be able to provide an outcome to the person who complained.

If you ask us to keep your name and details confidential, we will do everything we can to support your wish. However, if your complaint is about something that adversely affects people's safety and wellbeing, for example there is suspicion of abuse, we may not always be able to do this. We may need to share with others in authority such as the Local Authority Safeguarding Teams, the Social Care Regulators and the Police. If a crime has been committed and you are a witness to this, we would need to share your information.

Who will Investigate?

All complaints will be investigated by a person with sufficient seniority to resolve the issues.

You will receive:

- assistance to enable you to understand the complaints procedure, *and*
- advice on where you may obtain further assistance.

How long will it take to Investigate?

We will keep in touch periodically to keep you informed about the progress of the investigation.

We aim to complete complaint investigations where possible within 28 days.

Sometimes it may take much longer if the complaint is particularly complex. We aim to have all complaint investigations concluded within six months unless a different deadline is agreed and there is a good reason for this.



What if I am Not Satisfied with the Outcome?

Adult Social Care Services:

You have a right to refer your complaint to the Local Government Ombudsman if you are unhappy with the outcome of your investigation. You may also contact the Commission for Social Care Inspection.

Once your complaint has been fully dealt with by Hesley Group, if you are not satisfied with the outcome you can complain to the Local Government and Social Care Ombudsman (LGSCO). The LGSCO provides a free, independent service. You can contact the LGSCO Intake Team for information and advice, or to register your complaint.

T: 0300 061 0614

W: www.lgo.org.uk/adult-social-care

There are links to an Enquiry Form and a Complaint Form.

Or write to:

The Local Government and Social Care Ombudsman
PO Box 4771
Coventry
CV4 0EH

Please note that the LGSCO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Our Adult Services are registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time. You can contact the CQC at:

Care Quality Commission National Correspondence
Citygate
Gallowgate
Newcastle upon
Tyne NE1 4PA

T: 0300 061 6161

W: www.cqc.org.uk/contactus.cfm





Our School and Education

An Ofsted Education Complaint Contact Form can be located at:

<https://www.gov.uk/complain-about-school>

Please contact Wakefield Council on 0345 8503 503 or

North Yorkshire 01609 780780 or

Doncaster Council 01302 737777

(Out of Hours Emergency 01302 734100)

or call local Police on 101

if you're worried about a child who is at risk of being harmed.

If the child is in immediate danger, call Police on 999.

