Complaints Policy and Procedure – Care Workers and Office Staff

Papillon Home Care Limited will strive to provide the high-quality service that all who are employed feel supported, proud, and confident within their role. We welcome comments, compliments, or complaints so that we can correct any shortcomings should they arise.

Every effort will be made to provide an immediate resolution for minor complaints or incidents, and where possible, a course of action within 24 hours:

- We will acknowledge all written complaints within 3 working days from the date of receiving the complaint
- We will investigate all written complaints and report back to the complainant within 14 working days
- We will communicate & discuss with the complainant the course of action to take to resolve any complaint
- We will keep a full written record of the details of the complaint received, and the action taken to resolve it
- Complaints will be categorised enabling the company to identify any patterns. An audit will be carried out on staff complaints quarterly

Complaints Procedure

Should a care worker or member of the office staff find the need to complain about our service or a fellow member of staff, the following procedure will be followed for us to deal with the complaint quickly and effectively: -

- If the complaint is of a minor nature, it may be resolved by talking to the member of the management team.
- If the complaint is of a more serious nature about the support received or the behaviour of staff the complaint should be put in writing to the manager or a Director.
- If you are unable to put the complaint in writing, then please inform the manager who can then arrange for a face-to-face meeting. If the complaint is about the manager this can be arranged with another member of staff whom the complainant feels comfortable with. The complaint will then be passed onto the Quality Assurance and compliance lead to perform an investigation.

How the complaint will be dealt with:

- On receiving the complaint, all details of the complaint will be logged on to our electronic booking system. This can be printed off if required for the staff member or official inspections. Full details of the complaint, the investigation and the outcome will be recorded
- All investigations will be carried out after a full consultation with the staff member and other persons involved, any meetings will be made at a convenient place and time
- All involved will be kept informed of any developments in the investigations and actions taken until it is fully resolved.
- In the event of any specific allegations of abuse being made then CQC will be informed.

During the investigation, the member of staff will not be placed in a working environment with the individual the complaint was made against another until the investigation has been completed and a satisfactory outcome has been reached.

Should the member of staff feel unhappy with how the investigation was carried out or the outcome they can take this to:

Vicki Harvey

Quality Assurance and Compliance Lead

Papillon Home Care Ltd, Unit 1, Lemanis House, Lympne, Hythe, Kent

CT21 4JN

01303 255785

info@papillonhomecare.com

Contact the Care Quality Commission for advice:

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

Telephone: 03000 616161 (our customer services team are available 8.30am to 5.30pm, Monday to Friday

Website: www.cqc.org.uk/give-feedback-on -care

The Care Quality Commission is a body which has been set up to regulate agencies supplying staff to Service Users in their home ensuring they meet the National Minimum Standards.

Complaints Procedure

On receiving a complaint, the branch will log all details of the complaint on to the electronic booking system. They will then categorise the complaint according to its severity. The Complainant should always be dealt with in a courteous, respectful manner. All complaint correspondence will be stored securely within our complaints folder. This is password protected, and only accessible by those at management level.

Levels of complaints

Level 1 - Reported to Line Manager

Level 2 - Line Manager to inform Quality Assurance and compliance lead

Experience below reasonable expectations in several ways but not causing lasting problems. Has potential to impact on delivery of care to service users.

Abuse, Bullying or Harassment Some potential for litigation

Level 3 - Line Manager to inform Quality Assurance and compliance lead

Significant issues regarding standards quality of care and safeguarding issues or denial of rights. Complaints with clear quality assurance or risk management issues that may cause lasting problems for Papillon Home Care Ltd

Possibility of adverse local publicity and or litigation

The complaints listed are not exhaustive and are for guidance only. Any complaint may be escalated to a Level 2 or 3 if it is deemed necessary by the branch manager or Quality Assurance and compliance lead.

All complaints should be logged on to the electronic booking system. Details should include:

- Date
- Name of person making the complaint
- Details of the complaint
- Initial action
- Action taken to reach a satisfactory conclusion
- Signature of the person dealing with the complaint countersigned by the Manager

The complaint will be recorded:

Where possible for minor complaints or incidents an initial investigation by the Line Manager should be undertaken. Talking to the care worker and any other individual involved may lead to a satisfactory outcome. This can then be resolved within 24 hours. (Level 1)

The Line Manager will acknowledge all written complaints within 3 working days from the date of receiving the complaint (level 2 & 3)

The Line Manager will investigate all written complaints by interviewing the complainant, and any other relevant persons involved. A written report on the outcomes of the investigation of the complainant should be logged on the electronic booking system. A copy should be sent out to all involved individuals within 14 working days (Level 2 & 3)

Once the complainant has received the investigation findings, the Line Manager is to agree, in conjunction with the complainant, the course of action to remedy the complaint to a satisfactory conclusion.

The manager must keep a full written record of the nature and details of the complaint received, and the action taken to resolve it.

If a complaint of misconduct is made against a care worker, the Line Manager will report this to the CQC

Where serious allegations of theft, fraud or abuse are made, the care worker or office staff will be encouraged to call the police.