Complaints Policy

Principles:

Papillon Home Care Limited will strive to provide the highest standard of service possible in order to meet any service users' present and future requirements. 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 categorized enabling the company to identify any patterns. An audit will be carried out on complaints quarterly

Complaints Procedure

Should a service user find the need to complain about our service or a member of our 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 a member of staff at the branch
- If the complaint is of a more serious nature about the services received or the behaviour of staff the complaint should be put in writing to the manager
- If the service user is unable to put the complaint in writing, then they should inform the manager who can then arrange for an advocate or a member of branch staff to record the complaint on their behalf

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 service user 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 service user and other persons involved, any visits 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 Social Services / CQC will be informed.

During the investigation, the member of staff will not be placed with the service user and depending on severity may be suspended.

Should the service user be unhappy with how the investigation was carried out or the outcome they can take this to:

Mary Harvey
Managing Director
Papillon Home Care Ltd
Unit 1 Lemanis House, Stone Street, 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

Email:

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 can also be made directly to Social Services at:

Social Service
Eurogate Business Park
Ashford
TN24 8XW
03000

Self-Funding Service Users

Can take their complaint to the local government Ombudsman

Telephone the **LGO Advice Team on 0300 061 0614** or 0845 602 1983 for advice.

It is, everyone's right to complain and it will not in any way reflect or jeopardise the service we provide.

Branch 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.

Levels of complaints

Level 1 - Reported to Branch Manager

- Unsatisfactory service not directly related to care. No impact or risk to provision of care, minimal or no risk of litigation

Level 2 – Branch Manager to inform Managing Director.

- Service or experience below reasonable expectations in several ways but not causing lasting problems. Has potential to impact on service provision.
- Some potential for litigation

Level 3 - Branch Manager to inform Managing Director.

- Significant issues regarding standards quality of care and safe guarding 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 Managing Director.

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

This record should be copied on to both service user and worker's file.

- Where possible for minor complaints or incidents an initial investigation by the Branch Manager should be undertaken. Talking to the care worker and service user involved may lead to a satisfactory outcome. This can then be resolved within 24 hours. (Level 1)
- The Branch Manager will acknowledge all written complaints within 3 working days from the date of receiving the complaint (level 2 & 3)
- The Branch Manager will investigate all written complaints by interviewing the care worker involved, the service user 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 and copied on to both care worker and service users and files. 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 Branch Manager/Superintendent is to agree, in conjunction with the complainant, the course of action to remedy the complaint to a satisfactory conclusion
- The branch must keep a full written record of the nature and details of the complaint received, and the action taken to resolve it in both the worker's and the service user's files.
- If a complaint of misconduct is made against a care worker, the Branch Manager will report this to the CQC
- Where serious allegations of theft, fraud or abuse are made, the service user will be encouraged to call the Social Services and/or police