




COMPLAINTS

Validated	October 2022
Scope	The legislation and guidance staff must adhere to includes: <ul style="list-style-type: none"> Care Quality Commission - Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Guidance for providers on meeting the regulations: Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Part 3) (as amended): Care Quality Commission (Registration) Regulations 2009 (Part 4) (as amended)
Purpose	To outline the information and guidance for staff to follow on managing comments and complaints to the service.
Procedure owner	Galaxy Staffing Ltd.
Last review date	October 2021
Next review date	October 2023
Review frequency	Annually
Authorisation	Sulochna Chhetri
Signature	

Policy

Galaxy Staffing is committed to provide a high-quality service and to provide excellent care. When something goes wrong with the care and support, treatment or service provision, you need to know about this so that you can improve the care you provide. To achieve this we will:

- Encourage comments, suggestions, observations and complaints and act upon these as a means of continual improvement.
- Make sure staff accept comments or complaints in a professional manner and without recrimination.
- Make the system easy to use.
- Thank people formally for any compliments, comments, suggestions and observations.
- Make sure we respond to and investigate complaints fairly and within the time frame.
- Put right anything that has gone wrong and repair any damaged relationships.

Definitions

Comment or observation – a verbal or written remark expressing an opinion about an aspect of the care or support our staff provide, or about our service. An example of this might be, 'Your staff looked rushed off their feet today.'



Suggestion – a verbal or written idea about how we can change, improve or update the care or support our staff provide, or about our service. An example might be, ‘Can you send your newsletter round more regularly?’

Compliment – part of our complaints procedure is to look at what we are doing well. Letters, cards, or verbal expressions of appreciation we receive are evidence that we are doing a good job, so we should continue to do what we are already doing well. An example might be, ‘Your staff are really helpful.’

Complaint – any expression of dissatisfaction with the care or support our staff provide, or a failure of Galaxy Staffing to provide a service to a service user. This can be either written or verbal. It doesn’t matter whether our staff feel this is justified or not. An example might be, ‘My son has fallen every day this week.’

1. Our clients, their Service Users, their representatives and carers are always made aware of how to complain, for example, by having a complaints notice displayed prominently in public areas, having copies of the complaints procedure included in the information given to clients, and having the procedure available in alternative formats in line with users’ communication needs.
2. Clients carers are always made aware that we provide easy-to-use opportunities for them to register their complaints.
3. A named person is always responsible for the administration of the procedure.
4. Every written complaint is acknowledged within two working days.
5. Investigations into written complaints are held within 28 days.
6. All complaints are responded to in writing.
7. Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to residents and those against whom the complaint has been made.
8. We recognise national guidance on complaints’ handling, which uses a three-stage (two stages for some self-funding residents) model of:
 1. local resolution
 2. complaints review
 3. independent external adjudication by Local Government Ombudsman, Health Service Ombudsman or through the Independent Healthcare Advisory Services (IHAS).
9. The person to whom complaints should be made is the Office Manager.

Anonymous complaints will be investigated and actioned in the same way a formal complaint will be managed. The outcome will be captured on the complaints log with lesson learnt shared with all staff.

1. Receiving Comments, Observations, Suggestions and Complaints

All staff should be aware of the definitions of a comment, observation, suggestion and complaint.

All staff should be able to take details of comments, observations and suggestions in person and to thank the person for taking the time to give these. They should pass these on to the Operations Manager who will give a formal response thanking the person for these.



All staff should be able to take details of a complaint in person or be able to give the complainant details of the Operations Manager who can take the complaint on the complainant's behalf.

Staff should be able to explain that the complaint can be made verbally or in writing and that this can be done by letter to Peter Esterhuizen, Unit 10, Frost Drive, Hampshire, GU11 4DE or e-mail to admin@galaxystaffing.co.uk, telephone to 01483 374094 or face to face with Peter Esterhuizen.

Staff should give details of the time frames for acknowledgement i.e. 48 hours. The Operations Manager will send a formal letter of acknowledgement to the person giving details of the next steps.

The Operations Manager will start a complaints report, containing dates of responses, details of any investigations, the outcomes, dates of final letters and responses.

2. Investigating the Complaint

An investigation of the complaint will take place in the first instance by Operations Manager unless the complaint is about them in particular and then you will ask for the Company Director

An investigation may involve:

- Carrying out a record review, reviewing accident books, incident reports etc.
- Reviewing any correspondence about the matter.
- Interviewing the staff member involved or other staff (or the complainant if further information is required).
- Observing practice.
- Reviewing policies and procedures to find discrepancies between policy and practice.
- Looking for other evidence e.g. CCTV footage.

3. Responses

The complaints coordinator will write to the complainant with the outcome of the complaint on behalf of Galaxy Staffing.

Investigation, resolution and the final response will take place within 28 days as far as possible. If this is to take longer, we will inform the complainant about this as soon as possible.

The final response will include details of the investigation, the outcome and what we will do to change practice accordingly (if appropriate).

The final response will give details of how the person can escalate their complaint if they are not satisfied with the outcome.



4. Improvements

The Operations Manager will implement any improvements identified as a result of the complaint so that we can develop an action plan to improve practice accordingly.

Galaxy Staffing will implement any changes to practice within 28 days of the action being identified.

5. Recording

Once we have received a complaint, recording of the complaint will start. This is to include:

- The date of receipt of the complaint.
- The date of the acknowledgment of its receipt.
- We keep a copy of the acknowledgement on file.
- The date by which we will complete the investigation.
- Details of the investigation.
- Details of the outcome of the investigation.
- The date by which we will send the final letter of response.
- We will keep a copy of the final response letter on file.
- Action plans to improve practice.