



4. Policy

4.1 Complaints

- | understands complaints to be an expression of dissatisfaction requiring a response, communicated verbally, electronically, or in writing. Complaints may be made by any Service User, their family or advocate acting on their behalf, with their consent or in their best interests
- | takes complaints seriously. We will aim to put things right that have gone wrong and learn lessons to avoid the problem happening again. This policy sets out the framework for how will achieve this. The detail of how will do this will be found in the associated procedures
- | will comply with legislation, national guidelines, regulation and best practice when managing complaints and suggestions. A systematic approach will be taken with all aspects of complaints and suggestions
- | Complaints made or concerns raised by staff will be addressed via the grievance process if the complaint or concern relates to them individually, or via the Whistleblowing procedure where a protected disclosure is made
- | understands its statutory obligations in respect of the Duty of Candour and will ensure it follows the agreed policy and procedure

4.2 will ensure that its complaints and compliments process is fair and transparent and does not discriminate directly or indirectly because of the following:

- | Age
- | Being or becoming a transgender person
- | Being married or in a civil partnership
- | Being pregnant or on maternity leave
- | Disability
- | Race including colour, nationality, ethnic or national origin
- | Religion, belief or lack of religion/belief
- | Sex
- | Sexual orientation

The complainant will feel free to complain without fear of reprisal and will be treated with courtesy, respect and compassion. will ensure that the process for how to make a complaint and the feedback given to the complainant are provided in a way that meets the Accessible Information Standard and are in a format that the Service User can understand.

4.3 Seeking Views and Engaging with Service Users

will seek out opportunities to obtain feedback from Service Users and stakeholders. will act with sensitivity, integrity and professionalism by treating individuals who do complain or make a suggestion with compassion, courtesy and respect. will protect the Service User's right to confidentiality. will ensure that alternative methods of communication are available so that the complaints and suggestions procedures are accessible for Service Users who experience difficulties with communication or whose first language is not English.

Staff will undertake training on how to manage complaints in line with their roles and responsibilities.

4.4 understands that it can be difficult to separate a complaint from a concern and, therefore, will follow this policy when there is any dissatisfaction with the service.

4.5 A full record will be held of all complaints received regardless of the level of seriousness and means of communication. This approach allows an open and transparent culture around raising concerns in the earliest stage to allow resolution. A record of the complaint will also be held in the Service User's file and will be reported in line with contractual or regulatory requirements.

4.6 Safeguarding Concerns

Where a complaint or concern is raised that relates to a Service User being harmed or likely to be harmed, will follow its Safeguarding Policy and Procedures in addition to the complaints procedures, seeking advice and guidance from the Hertfordshire Safeguarding Adults Team and escalating concerns in line with Hertfordshire procedure. will also notify the in line with its statutory duty.

4.7 Roles and Responsibilities

All Staff



Heronsmere Home Care

Old Shire Lane, Chorleywood, Hertfordshire, WD3 5PW

It is acknowledged that all staff working within may be presented with an individual wishing to raise a concern or complaint at any time. Therefore, staff need to be able to manage this in a sensitive, structured and timely manner. In order to do this, staff will:

- | Be trained on induction and as a routine measure to ensure knowledge is embedded and refreshed around the complaints procedure
- | Have access to the complaints procedure
- | Be provided with the opportunity to reflect and learn from complaints as a means of developing and driving quality care
- | Appreciate that any feedback from Service Users or their representatives that is of concern needs immediate resolution, where possible, to their satisfaction. s will be updated to reflect the planned changes to care and Harriet Davis informed of the feedback. Failing to do this may result in a complaint
- | Be clearly advised that, when presented with a complaint, swift escalation to management is necessary and that purposefully withholding or concealing concerns expressed by Service Users or their representatives may lead to disciplinary action

Management Team at

- | The management team at is responsible for ensuring compliance with this policy, regulations, improvement planning and for having arrangements in place to provide relevant reports and information regarding complaints
- | Harriet Davis is the main point of contact for the receipt, investigation and management of complaints within . However, this may be delegated to a senior member of staff within who holds the experience, knowledge and competence to investigate and manage complaints
- | will ensure the procedure for raising a complaint is accessible and displayed prominently in , on the website of and in Service User information and guides. Alternative languages and formats will be available on request

4.8 Compliments and Suggestions

welcomes compliments and suggestions and recognises their importance in celebrating and recognising the success of its service and opportunities for improvement. We will engage with a wide range of stakeholders in addition to Service Users to support service development and improvement. We will share feedback with our staff.

4.9 One Complaint, One Response

will follow the [Local Government and Social Care Ombudsman best practice](#) and, where Service Users are receiving services from more than one organisation, it will ensure they can make a complaint to anyone and be provided with a single response following a joint investigation.