* 1. **Raising Complaints**

A complaint can be received by Heroic Care Ltd either verbally or in writing and can be made by:

* + - Service Users
    - Someone acting on behalf of a Service User and with their written consent, e.g. an advocate, relative, Member of Parliament
    - Someone acting on behalf of a Service User who is unable to represent his or her own interests, provided this does not conflict with the Service User’s right to confidentiality or a previously expressed wish of the Service User

Heroic Care Ltd ensures that Service Users are given information on how to make a complaint and the process once a complaint has been made, including any agreed timescales.

## Time Limits for Submitting a Complaint

Complaints should be submitted within 12 months of the incident or concern arising. The time limit, however, can and should be waived, if:

* + 1. It is still practical and possible to investigate the complaint (the records still exist and the individuals concerned are still available to be questioned, etc.) and
    2. The complainant can demonstrate reasonable cause for delay in making the complaint It is at the discretion of the manager of the service if the time limit can be set aside.

## Complaints Procedure

**Step 1**

When a complaint is raised to staff, staff will make an effort to resolve it immediately to the satisfaction of the complainant.

## Step 2

Staff will report the complaint to the most senior member of staff on duty and the complaint will be logged.

## Step 3

Formal acknowledgement of all complaints received (whether verbal or written) will be sent within 3 working days to the complainant. This could be via letter or email. Heroic Care Ltd will have a local system in place to manage out-of-hours and weekend complaints received.

Verbal complaints can be made to managers by telephoning our Castle Street office on 01455 363121

Written complaints should be made to:

Amelia Boulton

Registered Manager

Supported Living

90 Castle Street

Hinckley

Leics

LE10 1DD

The acknowledgement will include:

* + 1. An invitation to meet and discuss the complaint
    2. Who will be investigating the complaint
    3. How the investigation will be handled - the response should state what the investigation will be focused on
    4. A time limit for the investigation to be concluded. This should be 28 days, however, some cases may take longer and the complainant will be made aware of this
    5. The complaints procedure and contact details of bodies that can be accessed in the event of dissatisfaction with the outcome of the investigation

## Step 4

Following a full investigation, a response letter will be sent and this will include the following:

* + 1. A summary of the issue from the complainant’s point of view
    2. Details of the evidence and sources consulted in order to investigate the issue fully and fairly
    3. A presentation of the findings for each issue clearly and concisely described
    4. A conclusion, stating clearly whether the issue is “upheld”, “partially upheld” or “not upheld”; unless it is ineligible, in which case the reason for this will be given, e.g. out of time or out of jurisdiction
    5. An explanation of the outcome and whether any remedial action or learning points arise from the investigation of that issue
    6. An apology where the issue is upheld and shortcomings or failings have been found
    7. The complainant's rights if not satisfied with the outcome to refer to The Local Government and Social Care Ombudsman
    8. A signature from the responsible individual or sent by email in their name

**Step 5**

Any unresolved complaints will be dealt with by the directors of the company

## Step 6

The complaint will be closed once confirmation has been received that there is satisfaction with the outcome. In the event of dissatisfaction, Heroic Care Ltd will support the complainant to access further support (refer to section 5.6)

## The Complaints Log

A record will be held of all complaints raised and contain the following information:

* + 1. Each complaint received
    2. Subject matter and outcome
    3. Details of any reason for delay where investigations took longer than the agreed response period
    4. The date the report of outcome was sent to the complainant

Where complaints relate to a Service User, a copy of the complaint will be held in their care records so that the Service User can reflect on the recommendations.

Where complaints are raised by telephone, the log will include date and time of the call and this should be followed up with written confirmation of the areas discussed.

Where a complaint indicates the potential abuse of Service Users, safeguarding policies will be followed as per local authority expectation and necessary notifications made to the regulatory body. Where Care is commissioned by Leicestershire County Council their reporting procedure for notifying them of complaints should be followed.

Where complaints are to be shared as part of learning, the complaint should be anonymised so there is no identifiable Service User information.

## Investigations

All investigations will be managed by using the following approach:

* + 1. Investigating the fact
    2. Assessing evidence
    3. Review of records
    4. Interviewing those involved

Where necessary, advice and support will be sourced via senior managers within the organisation. The complaint should be investigated by a member of staff with the knowledge, experience and seniority to undertake the investigation robustly.

Confidentiality of information will be considered at all times and staff will adhere to the confidentiality policies and relevant codes of practice.

If an investigation of a complaint results in disciplinary action of staff within Heroic Care Ltd, the complaint will continue to its conclusion. The complainant will be informed that the investigation has led to disciplinary process, but the details of the outcome or ongoing investigation should remain confidential.

## Unresolved Complaints

There are many bodies that can support or will need to be informed of unresolved complaints:

1. Care Quality Commission

Individuals can escalate their complaint to the Care Quality Commission via:

* + Website [www.cqc.org.uk](http://www.cqc.org.uk/)
  + Email [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)
  + Address Care Quality Commission (CQC) National Correspondence

Citygate, Gallowgate Newcastle upon Tyne NE1 4PA Tel: 03000 616161

Fax: 03000 616171

## The Local Government and Social Care Ombudsman (for those Service Users that are funded by local authority-funded social services care or self-funded)

Individuals have the right to raise their complaint to the Local Government and Social Care Ombudsman. This is a free service and individuals can contact their Local Government and Social Care Ombudsman via:

The Local Government and Social Care Ombudsman PO Box 4771

Coventry CV4 0EH Tel: 0300 061 0614

Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk) Website: [https://www.lgo.org.uk/](http://www.lgo.org.uk/)

Complaint form: [https://www.lgo.org.uk/complaint-form](http://www.lgo.org.uk/complaint-form)

Individuals should be advised that the Local Government and Social Care Ombudsman will not investigate the complaint until the provider has had the opportunity to respond and resolve the matter in the first instance.

## Parliamentary and Health Service Ombudsman (For Service User that are NHS funded)

Individuals have the right to raise a concern about a service that is NHS funded. This is a free service and individuals can contact via:

* 1. Telephone 0345 0154033
  2. Email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)
  3. Website [www.ombudsman.org.uk](http://www.ombudsman.org.uk/)
  4. Address Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP.

Mrs Amelia Boulton can also signpost individuals to Healthwatch and the local independent complaints advocacy services (ICAS).

## Clinical Commissioning Groups

Individuals can make a complaint about a health service they are receiving or have received and can discuss this with the commissioner of the service. Local contact details can be located via: [http://www.england.nhs.uk/ccg-](http://www.england.nhs.uk/ccg-details/#ccg-e) [details/#ccg-e](http://www.england.nhs.uk/ccg-details/#ccg-e)

## Local Authority Complaints Teams

Individuals have the right to raise concerns and complaints about adult social care regardless of whether or not they pay for their own Care or if the Council funds it. Individuals can make a complaint about organisations who provide services on the Council's behalf. The contact details for the Local Authority Complaints Team are:

Local Authority Complaints Team

## Professional Bodies

If a complaint involves the serious misconduct of a healthcare professional, their relevant professional body can be informed and this is determined on an individual case basis in discussion with the Registered Manager.

For any external bodies managing complaints Heroic Care Ltd will work with the external body providing information as requested within any agreed timescales expected.

## Compliments

Receiving compliments is an opportunity to celebrate and recognise success. Heroic Care Ltd will ensure that:

* + 1. All compliments are shared with staff and displayed in public area to highlight good practice
    2. Compliments are anonymised or permission sought before displaying
    3. Numbers of compliments received are logged as part of a quality assurance programme
    4. Verbal positive feedback from residents and relatives is also deemed as compliments and should be recorded and shared with colleagues
    5. Compliments form a core agenda item at staff, resident and relative meetings

## Suggestions

Suggestions can be made verbally or in writing and generally are in response to seeking a means of changing practice for the better.

* + 1. Suggestions are not complaints, but in some circumstances, if they are not considered or actioned they could lead to a complaint
    2. When suggestions are raised in meeting or as part of a conversation, these should be documented and then outcomes of such suggestion recorded to show consideration
    3. Staff should be encouraged to share their suggestions or suggestions received by relatives and Service Users to the The Organisations manager
    4. Mrs Amelia Boulton (Registered Manager) at Heroic Care Ltd should consider implementing a suggestions system to encourage comments from Service Users, staff, and visitors

## Audit and Evaluation

Heroic Care Ltd will monitor, review and analyse all information received about the service as a means of continuously reviewing performance, quality and safety.

Heroic Care Ltd will also:

* + 1. Share themes and trends with Care Workers working for Heroic Care Ltd
    2. Ensure that staff are trained to deal with complaints and understand the procedure for managing complaints

## Anonymous Complaints

Anonymous complaints should be investigated in the same way as named complaints. They should be logged and any corrective action necessary should be taken and also logged.

## One Complaint, One Response

Where more than one organisation is involved in the Service User's Care they, or their representative, should be able to complain to any of them and Heroic Care Ltd will contact the other organisations, carry out a joint investigation and provide a single joint response. Service Users should not have to contact each organisation separately.

If someone complains and Heroic Care Ltd is not responsible for the care or service complained about, rather than turning them away, Heroic Care Ltd should share the concerns with the correct organisation(s). You will need the individual’s permission to do this. If the person prefers that their complaint is not shared with another organisation (or organisations), Heroic Care Ltd should signpost them to the right organisation instead and provide the person with their contact details.

Heroic Care Ltd will follow [LGO guidance](https://www.lgo.org.uk/adult-social-care/adult-social-care-resources) for managing this.

* 1. All efforts will be made by Mrs Amelia Boulton to resolve all complaints within Heroic Care Ltd. If a Service User does not wish to raise a complaint directly to management within Heroic Care Ltd, in the first instance, staff should try and sensitively establish their reasons why and aim to resolve and address any concerns that present.

Decisions to raise complaints outside of Heroic Care Ltd will be fully respected and the Service User should be supported to raise their complaint to the commissioner of the service or to seek the support of an independent advocate or representative. Staff should also refer to section 4 for a further list of organisations that can be accessed.

Service Users can also be signposted to the [Citizens advice guidance](https://www.citizensadvice.org.uk/health/nhs-and-social-care-complaints/complaining-about-social-care-services/who-you-can-go-to-when-you-have-a-problem-with-an-adult-social-care-service/).

L Hogg

1.1.19