

Cheshire Care Services Ltd

COMPLAINTS POLICY

In the event of a complaint being made by a Service User or member of staff, the following guidelines are to be followed at all times.

1. If the complaint is made verbally, details of the complaint must be recorded on the Complaint Form recording accurately all relevant details of the complaint.
2. All complaints must be handed to the Manager as soon as is reasonably possible.
3. If the complaint is about a member of staff, then the member of staff concerned is to be contacted by the Manager, or a representative of the Manager, as soon as possible and called to the office to make a statement.
4. If the member of staff is unable to come to the office to make a statement, then a written statement should be requested, stressing the urgency of the matter/proceedings.
5. If the complaint is about a Service User, then they should be notified by the Manager, or representative of the Manager, of the nature of the complaint as soon as possible.
6. A letter acknowledging the complaint will be sent to the complainant within 72 hours of the complaint being received.
7. In cases of gross misconduct, the member of staff concerned is to be suspended from duty immediately, pending further investigations.
8. In cases where the member of staff refuses to make a statement, employment is to be terminated immediately. A "Termination of Employment" letter must be sent to the employee, a copy of which will be attached to their records, and their name removed from the availability sheet.
9. Incidents involving the Police must be reported to the Care Quality Commission.
10. In cases where the complaint is about a lack of understanding/knowledge in certain areas, the member of staff should be offered updates/training/guidance in that area.
11. If the nature of the complaint cannot be resolved between the service user and the member of staff, then the member of staff must no longer be offered work placements with that client. Details of this must be recorded in the employees file and against their name on the availability sheet.
12. If the performance/ability/attitude of an individual member of staff is complained about on more than 3 occasions, then their employment is to be terminated immediately, and a "Termination of Employment" letter sent.

13. Following investigation, the service user will be informed of any action taken and the outcome of all complaints.
14. All complaints are to be responded to and addressed within 28 days of receipt of complaint.
15. A copy of the complaint must be held on both the service user file and the employee's records.

All complaints regarding Cheshire Care Services Ltd should be directed to:

Sam Leek
Registered Manager
Cheshire Care Services
Unit 60 Percy Business Park
Rounds Green Road
Telephone 0121-552-5552
Fax 0121-552-0341
Email: sam.leek@ilsupport.org.uk

Service Users may take their complaints to persons in authority outside the agency. For Service Users funded by Social Services or the Primary Care Trust, complaints may be in the first instance be directed to them. For privately funded clients a range of advocacy services are available locally and they will be pleased to help you deal with the complaint. In the event of a serious issue and complaint, the Care Quality Commission should be contacted.

Addresses:

Care Quality Commission
CQC National Correspondence
PO Box 1258
Newcastle upon Tyne
NE99 5AU

Adult Social Care Services
Sandwell Council ASSIST
PO Box 15825
Oldbury
B69 2EL

Telephone 03000 616161
Email enquiries@cqc.org.uk
Web site: www.cqc.org.uk

0845 3522266
Sandwell_assist@sandwell.gov.uk
www.sandwell.gov.uk

Comments, Compliments and Complaints

Service Insight Team
Sandwell Council House
Freeth Street
Oldbury
B69 3DE
0845 3597510
Email contact@Sandwell.gov.uk

The Ombudsman:

The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

Telephone: 0845 6021983
Fax: 02476 820001
Website: advice@lgo.org.uk

Sandwell Advocacy

28 Wood Street
Tipton
West Midlands
DY4 9BQ

0121 520 8070
0121 557 0721
Sandwelladvocacy.org.uk
Email: sandwelladvocacy@btconnect.com