

# **COMPLAINTS PROCEDURE**

## **POLICY STATEMENT**

The home believes that if a resident wishes to make a complaint or register a concern they should find it easy to do so. It is the homes policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by residents and their relatives and carers are taken seriously.

This policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation and forms no part of the homes disciplinary policy.

The home believes that failure to listen to or acknowledge complaints will lead to an aggravation of problems, resident dissatisfaction and possible legal proceedings. The home supports the concept that most complaints, if dealt with early, openly and honestly, can be sorted at a local level between just the complainant and the home. If this fails due to either the home or the complainant being dissatisfied with the result the complaint can be referred to the Local Government Ombudsman and legal advice will be taken as necessary. Comments can also be passed on to the Care Quality Commission.

## **AIM**

The aim of the home is to ensure that its complaints procedure is properly and effectively implemented and that residents feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

## **OBJECTIVES**

The goals of the home are to ensure the following:

1. Residents, their representatives and carers are aware of how to complain and that the home provides easy to use opportunities for them to register their complaints.
2. Matron will be responsible for the administration of these procedures.
3. Complaints are acknowledged within three working days.
4. Investigations into complaints are held within twenty-eight working days.
5. All complaints are responded to in writing by the home.
6. Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they cause to both residents and staff.

Complaints can be made by telephone, in person, in writing or by email. Complaints should be directed to the Matron.

Contact details: Matron  
The Coach House Nursing Home  
Dishforth Road  
Sharow  
Ripon  
HG4 5BQ

Tel: 01765 600541

Email: [Admin@coachhouse-nh.co.uk](mailto:Admin@coachhouse-nh.co.uk)

When a complaint is made by telephone a written record of the complaint will be made and the complainant will be furnished with a copy within three working days.

All other complaints will be acknowledged within three working days.

A complaint must be made no later than 12 months after:

1. The date the event occurred or, if later,
2. The date the event came to the notice of the complainant.

The time limit will not apply if Matron is satisfied that

1. The complainant can give a good reason for not making the complaint within the time limit and
2. Despite the delay, it is still possible to investigate the complaint effectively and fairly.

Anonymous complaints will be dealt with by the Matron reporting to the Proprietor.

Complainants may use local advocacy services details of which can be found in the Residents Handbook.

Complaints will only be accepted from a representative

1. Where we know that the resident has consented, either verbally or in writing or
2. Where the resident cannot complain unaided and cannot give consent because they lack capacity within the meaning of the Mental Capacity Act 2005 and
3. The representative is acting in the resident's best interests eg where the matter complained about, if true, would be detrimental to the resident.

This procedure can be made available on request in other languages and in other formats.

## **INFORMAL COMPLAINTS**

These are day-to-day complaints, which can usually be resolved relatively simply.

The person complaining should direct the complaint in the first instance to the nurse in charge of the shift.

The nurse in charge will discuss the matter with the complainant and try and resolve the problem there and then. If appropriate, details of the complaint will be noted in the residents personal file.

If it is not possible to resolve the complaint, arrangements will be made for the matter to be brought to the attention of the Matron who will, if appropriate, arrange a meeting with the complainant to investigate the complaint in more depth and again attempt to resolve the matter. The report from the nurse in charge to Matron must contain the following information:

Time & date of complaint

Complainants name, address & telephone number

Description of complaint

Description of action taken at the time of complaint to resolve the situation

Name(s) of staff or other people who became involved

If the matter still cannot be resolved, the complaint should be dealt with as a Formal Complaint using the following procedure.

If the complaint concerns the Matron directly, the complaint may be put directly to the proprietors.

## **FORMAL COMPLAINTS**

These complaints are usually of a more serious nature, which are not able to be resolved by the informal procedure.

All formal complaints should be addressed to Matron or if appropriate the proprietors.

On receipt of a formal complaint Matron will:

Contact the proprietors and arrange a meeting for further discussion and advisement

Acknowledge the receipt of the complaint within three working days

Advise the complainant in writing of the action that will be taken to investigate and resolve the complaint.

Conduct an investigation into the matters surrounding the complaint and try to find a satisfactory solution.

Unless specifically requested otherwise, record the details of the complaint and the solution if any, both in the patients file and the homes complaints book.

## **FURTHER ACTION**

If after exhausting the homes complaints procedure and the matter still remains unresolved then the complainant has the right to take the complaint to the Local Government Ombudsman, who provide a free, independent service, at the following addresses:

Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH  
Tel: 03000 610614

[www.log.org.uk](http://www.log.org.uk)

North Yorkshire County Council can also be contacted at the following address:

North Yorkshire County Council  
Social Services  
County Hall  
Northallerton  
DL7 8AD  
Tel: 0845 0349410

Our service is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers, but it is happy to receive information about our services at any time. You can contact the CQC at the following address.

Yorkshire and Humberside Region  
Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Tel: 03000 616161  
Fax: 03000 616172

Email: [www.cqc.org.uk/contactus.cfm](http://www.cqc.org.uk/contactus.cfm)

Annual reports are prepared for the period ending 31<sup>st</sup> March and include

1. The number of complaints received
2. The number of complaints that were well founded, partly or fully
3. The number of complaints that have been referred to other bodies
4. The subject matter of complaints received
5. A summary of any matters of importance in those complaints themselves or in the way that the complaints were handled and
6. A summary of any matters where action has been or is to be taken to improve services as a consequence of those complaints

A copy of this report is available on request.