

COMPLAINTS POLICY STATEMENT**Complaints Policy**

SSA Star Care Ltd is committed to providing a high-level service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

Goals

The goals of SSA Star Care Ltd are to ensure the following:

1. Service user's, their representatives and carers are aware of how to complain and that SSA Star Care Ltd provides easy to use opportunities for them to register their complaints.
2. A named person will be responsible for the administration of the procedure.
3. Every written complaint is acknowledged within 7 days.
4. Investigations into complaints are held within 28 days.
5. All formal complaints are responded to in writing by SSA Star Care Ltd.
6. Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to both staff and service users.

Our Complaints and Safeguarding Manager is Nirupama Singh.

SSA Star Care Ltd believes that, where possible, complaints are best dealt with on a local level between the complainant and SSA Star Care Ltd. If either of the parties is not satisfied by a local process the case should be referred to the **Local Government Ombudsman**.



COMPLAINTS, COMMENTS AND SUGGESTIONS PROCEDURE**Verbal Complaints**

1. All verbal complaints, no matter how seemingly unimportant, should be taken seriously.
2. Front-line care staff who receive a verbal complaint should seek to solve the problem immediately. However, the care worker should inform the Complaints Manager that a complaint has been made even if it has been resolved.
3. If staff cannot solve the problem immediately they should offer to get SSA Star Care Ltd office staff, the management or a Senior Carer to deal with the problem.
4. All contact with the complainant should be polite, courteous and sympathetic. There is nothing to be gained by staff adopting a defensive or aggressive attitude.
5. At all times staff should remain calm and respectful.
6. Staff should not accept blame, make excuses or blame other staff.
7. If the complaint is being made on behalf of the service user by an advocate it must first be verified that the person has permission to speak for the service user, especially if confidential information is involved. It is easy to assume that the advocate has the right or power to act for the service user when they may not. If in doubt it should be assumed that the service user's explicit permission is needed prior to discussing the complaint with the advocate.
8. After talking the problem through, SSA Star Care Ltd office staff, or the member of staff dealing with the complaint, should suggest a course of action to resolve the complaint. If this course of action is acceptable then this member of staff should clarify the agreement with the complainant and agree a way in which the results of the complaint will be communicated to the complainant (i.e. through another meeting or by letter).
9. If the suggested plan of action is not acceptable to the complainant then the SSA Star Care Ltd office staff, or the member of staff concerned, should ask the complainant to put their complaint in writing to the Complaints Manager at SSA Star Care Ltd and give/send them a copy of the SSA Star Care Ltd Complaint Procedure.
10. In all cases the Complaints Manager should be kept informed so that details of the complaints can be recorded in the complaints book.

Written Complaints - Preliminary steps

1. When a complaint is received in writing it should be passed on to the Complaints Manager who should record it in the complaints book and send an acknowledgment letter within seven days. The Complaints Manager will be the person who deals with the complaint throughout the process.
2. If necessary, further details should be obtained from the complainant. If the complaint is not made by the service user, but on the service user's behalf, then consent of the service user, preferably in writing, must be obtained from the complainant.
3. A copy of SSA Star Care Ltd' Complaints Procedure should be forwarded to the complainant.
4. If the complaint raises potentially serious matters, advice should be sought from the Adult Protection Team, Social Services Contracting Authority, or the CQC.
5. If the complainant is not prepared to have the investigation conducted by SSA Star Care Ltd he or she should be advised to contact the Care Quality Commission, Social Services or the relevant Health Authority and be given the relevant contact details.

Investigation of the complaint by SSA Star Care Ltd

1. Immediately on receipt of the complaint the Complaints Manager should launch an investigation and within 28 days he should be in a position to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned.
2. If the issues are too complex to complete the investigation within 28 days, the complainant should be informed of any delays.

Meeting

1. If a meeting is arranged the complainant should be advised that they may, if they wish, bring a friend or relative or a representative such as an advocate.
2. At the meeting a detailed explanation of the results of the investigation should be given and also an apology if it is deemed appropriate (apologising for what has happened need not be an admission of liability).
3. Such a meeting gives SSA Star Care Ltd the opportunity to show the complainant that the matter has been taken seriously and has been thoroughly investigated.

Follow-up action

1. After the meeting, or if the complainant does not want a meeting, a written account of the investigation should be sent to the complaint. This should include details of how to approach the Care Quality Commission if the complainant is not satisfied with the outcome.
2. If the complainant is still not satisfied they need to be informed to write to Nirupama Singh, Quality Manager, who will review the Complaints Manager decision within 10 days
3. The outcomes of the investigation and the meeting should be recorded in the complaints book and any shortcomings in SSA Star Care Ltd procedures should be identified and acted upon.
4. SSA Star Care Ltd should discuss complaints and their outcome at a formal business meeting and SSA Star Care Ltd' complaints procedure should be audited by the Directors every six months.

**LOCAL GOVERNMENT OMBUDSMON and
CARE QUALITY COMMISSION**

If you feel unhappy about SSA Star Care Ltd Services' investigation, or that we are unable to satisfactorily resolve the complaint within 28 days, then you have the right to refer the complaint to the Contracting Authority, the Local Government Ombudsman and to the Care Quality Commission. Even though CQC cannot investigate your individual complaint for you they would like to hear about your experience.

LGO

The Local Government Ombudsman looks at complaints about councils and some other authorities and organisations, including adult social care providers. The LGO are independent, impartial and reach judgments based on their own enquiries rather than the 'adversarial' system used by tribunals and courts. The LGO are free, accessible, easy to use and respectful to all parties of the complaint

You can contact them by phone on: **0300 061 0614**

Or by an online complaint form found on their website www.lgo.org.uk

Care Quality Commission CQC

The Care Quality Commission is a National body which regulates the conduct of Domiciliary Care Agencies in England. There are a number of Regional Offices from which Commissioners carry out their duties.

You can contact them by phone on: **0300 0616 161**

Or by post to:

**Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne NE1 4PA**

Or by email at enquiries@cqc.org.uk