

# Policies and Procedures

## Compliments, Complaints and Feedback Policy



We welcome and encourage feedback about the services we provide from everyone that we work with – staff, people we support, and their next of kin, learners and external professionals.

We need people to tell us what they think of our services so that we can maintain and develop services, know what's working and is valued, know what might not be working and what needs improving, and to try to put right any mistakes that are made.

We will proactively seek feedback regularly through;

- Quality Questionnaires – sent to the people we support and their next of kin.
- Employee Satisfaction Surveys – sent to all employees.
- Support Review Meetings – meetings with the people we support, their next of kin and external professionals.
- Team Meetings – meetings with employees.
- Telephone Contact – with the people we support, their next of kin, employees and external professionals.
- Staff Supervision and Appraisals – one to one meetings with staff to discuss their current work.
- Multi-disciplinary team meetings – meetings with other external professionals involved in the support and care of the person we support.
- Feedback forms from training sessions

Staff, the people we support and their next of kin, learners and external professionals can also contact us at any time with feedback; this can be done via telephone or email (please see the contact details section at the end of this document).

Any contact will be forwarded to the most appropriate staff member who will respond and act on the feedback received.

Anonymous feedback can also be given on our website [www.keyfortgroup.co.uk](http://www.keyfortgroup.co.uk)

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### Compliments

Positive feedback can be as important as complaints in helping us to identify what is working and how to develop and improve services that are valued and effective. Compliments can also support positive staff development.

Any compliments we receive will be recorded; compliments about specific staff or teams will be forwarded to the person/s by their line manager. These will also be reflected in a staff member's next supervision or appraisal.

Compliments will be reviewed as part of quality auditing and assurance to identify good practice and ensure that this is developed and continued.

Compliments can be made via telephone, email or a KEYFORT Compliments, Complaints and Feedback form.

### Complaints

We encourage anyone unhappy with any aspects of our service delivery to contact the company directly to report their concerns.

We understand that it can be difficult to complain or raise concerns so this feedback can be given to any staff member that the person feels most comfortable talking to. Any complaints received will be handled in a professional and non-confrontational manner. Alternatively complaints can be sent through the website.

There are also some external agencies or professionals that people can contact to complain or raise concerns about KEYFORT for example; Social Services, Advocates, Student Support Services, the Commissioner of your support, or the

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Care Quality Commission (please see the contact details section at the end of this document).

Complaints can also be made anonymously in which case they will not be ignored; the same complaint procedure will be followed although it can be more difficult to resolve anonymous complaints to a satisfactory level and we will be unable to give the complainant detailed or specific feedback on the outcome of their complaint.

### Complaints received by an employee

If a support worker receives a complaint or a concern from the person they support, their next of kin or an external professional they must:

1. Thank the person for their feedback and reassure them that the feedback is important.
2. Agree with the person who the feedback will be passed onto e.g. a specific office based case lead or manager. This should be based on who the most appropriate staff member is to respond to the feedback and the nature of the feedback.
3. Serious concerns or potential safeguarding concerns must be reported to the CQC Registered Manager, Service Manager, or Deputy Director.
4. Once the feedback has been passed on, the Complaint Procedure outlined below will be followed.

### Complaints received by an external agency or professional

If an external agency or professional receives a complaint from someone about services delivered by us they are encouraged to forward this complaint to us through the regional office (please see the contact details section at the end of this document).

The details of the complaint will be passed to the relevant manager who will follow the Complaint procedure outlined below.



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External professionals can also complain or pass on a complaint to the Care Quality Commission (CQC), Social Service, Student Support Services or College.

### Complaint Procedure

Complaints may be made about the service we directly provide or more generically about the overall ethos or approach of the organisation. Members of the staff team will endeavour to provide help and support to people with a disability who have a complaint and/or problem with other services which directly or indirectly affect their lives.

We recognise that a complaint may be made verbally or in writing.

Upon receiving a complaint all employees will initiate the following steps:

1. Verbal and/or anonymous complaints will be recorded on the complaints form and forwarded to the Service Manager, who will determine if any action can be taken and whether this is a matter that needs to be reported to an external organisation such as; local safeguarding teams and CQC.
2. If the matter is referred to these organisations, the only investigative action we will take is when instructed by Safeguarding Officer(s)/Police and/or CQC.
3. It should be noted to the people we support, we have the discretion to refer any complaint to an outside agency where we assesses this as the appropriate action to take.

### **Stage 1 Complaint - Informal**

1. If there is something a person we support/next of kin/external professional (referred to as the Complainant) wishes to comment or complain about, we recommend that it may be useful and easier to discuss the issue with their Support Worker (the Support Worker will inform their line manager/the case lead and will make an entry into the session log unless confidentiality is warranted).

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2. Where possible, the Support Worker will try to resolve the problem informally with the person they support, with the case lead/ line managers support.
3. However, if the complainant is not satisfied with the results of this discussion or does not feel able to talk to the Support Worker, the complainant can ask to speak to a Manager or to any other staff member the complainant feels comfortable talking to.
4. Alternatively, the complainant could complete a Compliments, Complaints and Feedback form or instruct any person they feel suitable to support them to complete the form, this includes any member of our staff. Any member of staff can give the complainant this form (on issuing the form, the member of staff must inform their line manager).
5. The completed form should be returned to the line manager and copied to the Regional / Service Manager on the same day of receipt.
6. Both the line manager and the Regional / Service Manager will action the complaint and do all they can to resolve this informal complaint to the satisfaction of the complainant.
7. The line Manager and/or the Regional / Service Manager will respond to the complaint by telephone or email within 5 working days and aim to have reached resolution within 10 working days of receipt of the complaint. The line manager/service manager will endeavour to use the preferred method of contact to respond to a complaint where this has been stated.
8. All complaints and their resolutions, including informal complaints will be recorded and reviewed as part of quality auditing and monitoring.

### **Stage 2 Complaint - Formal**

1. If the complainant is not satisfied with the response they have the right to make a formal complaint.
2. The complainant may either tell a staff member, a Manager, or complete the Compliments, Complaints and Feedback form.



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3. The Directors will appoint someone, not previously involved in the complaint, as an investigating officer within 5 working days of receiving the complaint.
4. The complainant has the right to be advised who has been appointed and the right to object. However, the final decision on who will conduct the initial investigation rests with the Directors.
5. The investigation may involve a visit to the complainant to discuss the complaint in full. Arrangements for a visit will always be pre-arranged with the complainant.
6. Someone of their choice may accompany the complainant during such a visit if they so wish.
7. We will seek to complete any investigation within 14 days of the appointment of the investigating officer, although this may not be possible for more complex complaints.
8. On completion of this investigation the Investigating Officer will feed the results back to the complainant within 5 working days of the completion of the investigation.
9. The complainant will also be given a written response to the complaint within this time frame.
10. If a complaint concerns the conduct of a member of an employee, the disciplinary procedures may be applied, if necessary. The formal outcome of a disciplinary process is confidential and will not be communicated in detail to the complainant.
11. If the complainant is unhappy with any aspect of the process or they remain dissatisfied with the final result of the complaint, they have the right to discuss this with the Directors, who will consider the information and the results of the complaint provided by the investigation officer. The Directors will feedback the results to the complainant within 5 working days.
12. All complaints will be recorded and reviewed as part of quality auditing and monitoring.

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13. We will disclose all complaints and their resolutions to CQC. We are also required to inform some commissioners about complaints on a yearly basis.

### Contacts

#### **KEYFORT Head Office**

2 Earls Court, 5<sup>th</sup> Avenue Business Park, Team Valley Trading Estate, Gateshead, NE11 0HF.

Tel: 0191 491 1735 Email: [enquiries@keyfortgroup.co.uk](mailto:enquiries@keyfortgroup.co.uk)

Website: [www.keyfortgroup.co.uk](http://www.keyfortgroup.co.uk)

#### **KEYFORT Carlisle Office**

Unit 0.07, Warwick Mill Business Village, Warwick Bridge, Carlisle, CA4 8RR

Tel: 01228 564512 Email: [enquiries@keyfortgroup.co.uk](mailto:enquiries@keyfortgroup.co.uk)

#### **Anonymous feedback**

Anonymous feedback can be given to us using this link:

[Have Your Say - KEYFORT \(keyfortgroup.co.uk\)](http://www.keyfortgroup.co.uk/HaveYourSay)

#### **Care Quality Commission (CQC)**

Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA.

Tel: 03000 616161 Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Website: [www.cqc.gov.uk](http://www.cqc.gov.uk)



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Local Adult Social Care contact details;

Area	General Office (Office Hours)	Emergency Duty Team (Out of Hours)
<b>North East</b>		
Darlington	01325 406 111	01642 524 552
Durham	03000 267 979	03000 267 979
Gateshead	0191 433 7033	0191 433 7033
Hartlepool	01429 523 390	01429 523 390
Middlesbrough	01642 726 004	08702 402 994
Newcastle	0191 278 8377	0191 278 7878
North Tyneside	0191 643 2777	0191 200 6800
Northumberland	01670 536 400	01670 536 400
South Tyneside	0191 424 4049	0191 456 2093
Stockton on Tees	01642 527 764	08702 402 994
Sunderland	0191 520 5552	0191 520 5552
<b>Cumbria</b>		
Allerdale	01900 706 301	01228 526690
Carlisle	01228 221 590	
Copeland	01946 506 352	
Eden	01768 812 233	
Furness	01229 407 446	
South Lakes	01539 713 378	
<b>Leeds</b>		
Leeds	0113 222 4401	0771 210 6378
<b>York</b>		
York	01904 555 111	01609 534 527

## Complaints Form

Please complete this form to detail any complaints you would like to make about our employees or services being provided by us.

If you wish to remain anonymous please leave all sections asking for name and contacts details blank. (Please note we use the same procedure to address anonymous feedback however we will be unable to respond directly or in detail to anonymous complaints).

Once completed please send this form to one of our offices or managers.



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## Complaints Form

Name of person wishing to complain:	
Address and Contact Number:	
Name of person completing form/ representative of the person we support:	
Contact details:	
Please give details of the complaint <i>(If needed please add in an additional sheet).</i>	
Please give details below of any person or organisation you would like informed and involved until resolved: <i>(Please include names and contact details if possible).</i>	
Signature of person completing form:	Date form completed:



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### FOR OFFICE USE ONLY

Name of the person dealing with the complaint: Date and time form received:
Safeguarding Alert Required: YES/NO If YES:  Name of Registered Manager informed: Date and time informed:  Safeguarding Alert made by: Date and time alert made:
CQC Notification Required: YES/NO If YES:  Name of Registered Manager informed: Date and time informed:  CQC Notification made by: Date and reference number of notification:
<b>ACTIONS</b> Please detail agreed actions to address the complaint. <i>(Please include details of/ attach minutes from any telephone contact or meetings held as a result of this complaint and reference them here).</i>
Date Complaint responded to in writing: Outcome of complaint: <i>(Please give brief details)</i>
All actions completed: YES/NO If NO provide details why:  Any other actions required: YES/NO If YES provide details:  Managers Signature:

