

## COMMENTS, SUGGESTIONS AND COMPLAINTS

Ormerod will ensure that all our Service Users are aware of this policy and they or their representative understands how to make a complaint. Information will be available in easy read format and accessible from various sources. We welcome comments, suggestions and complaints and will use them to learn from and improve the services and support we provide

It is our policy that all comments, suggestions and complaints are dealt with quickly and effectively. All complaints are treated sensitively, taking into account the individual circumstances.

We shall make every effort to provide the best possible service. However, there may be occasions when people are not happy with the service and therefore we recognise the right of all Service Users, relatives, representatives and members of staff to inform us of any problems or complaints (however small) which will be listened to and acted upon.

We will ensure that Service Users or those acting on their behalf who make a complaint are treated in a manner that respects their human rights and diversity in a fair and equal manner. The Service User will be supported to make a complaint using their preferred communication method.

Where Service Users lack confidence or capacity to make a complaint, they are supported by staff in a sensitive manner to follow the complaints procedure. Complaints from people acting on the Service User's behalf will be treated with the same respect as if they had come from the Service User.

We will make every effort to resolve complaints to the complainants satisfaction unless a the complaint cannot be upheld or is outside our remit or our responsibility

We are always looking to improve our services and promote a fair blame culture. All comments, suggestions or complaints regardless of how small they may appear will be treated seriously and used to improve the service offered.

Our general policy is based on the requirements of The Local Authority Social Services and National Health Service Complaints (England) Regulations 2000

### **Principals and goals**

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We are committed to the six principals of good practice in the management of complaints, as identified by the Health Services Ombudsman:

- Getting it right
- Being customer focused
- Being open and accountable
- Acting fairly and proportionately
- Putting things right
- Seeking continuous improvement

The goals of our complaints procedure are to:

- take a flexible approach towards handling individual complaints which focuses on the needs and wishes of the people involved.
- keep the procedure simple so that it is much easier for people to share experiences and for service to respond
- make sure that people's experiences help to improve services
- ensure people feel comfortable about making a complaint and know how to make a complaint.

### **Making a Complaint**

**Complaints should be made within 12 months of the incident** happening or of the person becoming aware of the incident, and should be addressed to the provider of the service.

The member of staff who has been designated to manage complaints in the agency is:

**...Michaela Hunter Registered and Operations Manager.....**

All complaints will be **acknowledged within 3 days of receipt** by our complaints manager, who will offer to discuss the complaint within that time, and keep them informed of the progress of any investigation.

## COMMENTS, SUGGESTIONS AND COMPLAINTS

Every effort will be made by the complaints manager to assist the complainant with the complaints procedure and by our service to rectify and learn from the complaint.

On completion of the investigation, the complaints manager will make arrangements to discuss with the complainant the outcome of the investigation: how it has been resolved, what actions were taken or are to be taken and will remind you of your right to take the complaint to the Local Authority Social Services or Local Government Ombudsman, or through the NHS complaint process where the care, treatment and support was funded by the NHS, if you are not satisfied with the resolution.

Where the complaint involves the Mental Health Act and the complainant chooses to seek the help of the commissioner or the Care Quality Commission, the service will make every effort to work in conjunction with these agencies to arrive at a satisfactory resolution.

Since April 2009 the Care Quality Commission cannot investigate individual complaints unless they involve Service Users who have mental incapacity under the Mental Health Act, however they still welcome feedback about the service you have received.

Family members or Representatives of Service Users who do not have the mental capacity and who are not satisfied with the outcome of their complaint may at any stage contact the Local Authority Social Care Service or the Care Quality Commission at the following address

Lancashire County Council

PO Box 78 County Hall

Fishergate

Preston

Lancashire

PR1 8XJ

Telephone: 0300 123 6701

E-mail [enquiries@lancashire.gov.uk](mailto:enquiries@lancashire.gov.uk)

Or

Blackpool Borough Council

# QUALITY POLICY STATEMENT

## COMMENTS, SUGGESTIONS AND COMPLAINTS

1 Bickerstaff House

Talbot Road

Blackpool

Lancashire

FY1 3AH

Telephone: 01253 477477

E-mail [customer.first@blackpool.gov.uk](mailto:customer.first@blackpool.gov.uk)

Or

The Care Quality Commissio

You can contact by;

Tel: 03000 616161

[http://www.cqc.org.uk/sites/default/files/documents/20130404\\_isl415\\_12\\_how\\_to\\_complain\\_about\\_your\\_health\\_service\\_easyread\\_lo\\_res\\_final\\_04apr2013.pdf](http://www.cqc.org.uk/sites/default/files/documents/20130404_isl415_12_how_to_complain_about_your_health_service_easyread_lo_res_final_04apr2013.pdf) Easy Read

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The Local Government and Social Care Ombudsman

You can contact by;

Tel 0300 061 0614

Download a complaint form by following this link

[http://www.lgo.org.uk/forms/ShowForm.asp?fm\\_fid=62](http://www.lgo.org.uk/forms/ShowForm.asp?fm_fid=62)