



## **Policy and Procedure - 015**

## **Complaints**

### **Policy Statement**

A complaint is an expression of dissatisfaction or displeasure, whether justified or not, made about the standard of service received or a lack of action by the Home, service or its staff, affecting a Resident or a group of Residents.

The complaints procedure is specifically designed to verify that correct procedures have been followed in delivering the care and services expected by our Residents and their families.

Many people find it difficult to make a complaint; The Company recognises this and has tried to make the process as easy as possible, for all concerned. The Company will handle all complaints efficiently and effectively thus aiming to ensure that a positive outcome is achieved for all concerned.

### **Procedure**

When a complaint has been received the following procedure must be followed:

1. On admission, Residents and Relatives will be made aware of The Company's Complaints Policy.
2. The complaints procedure will be available in the Resident Guide.
3. The Complaints Procedure must be displayed prominently within Home's reception area.
4. All complaints must be recorded by the Home, at the time of their receipt regardless of their nature or gravity.
5. Complaints, in the first instance, should be made to the designated person in charge and recorded in the Complaint's Folder. The person receiving the complaint will complete the form.
6. All complaints will be fully investigated.
7. If the complaint cannot be resolved at that time, it must be given to the Home Manager or, in their absence, the line manager/owner.
8. Minor complaints, which are those that can be rectified immediately, can be dealt with on an informal basis and verbally. An example of a minor complaint is as follows:
  - a. Mr/Mrs Simpson stated that their breakfast was cold this morning

## THE SOMME NURSING HOME

9. The Home Manager or designated person in charge will ensure that Complaint Forms are readily available at all times.
10. The Home Manager or designated person in charge must be notified of all complaints. If the Home Manager is unable to come to a satisfactory resolution, the complaint will be referred to the line manager/owner for early action.
11. The Home Manager or designated person in charge must ensure that the Complaint Form is fully completed and that it is filed in a Central Complaints' File.
12. The Home will develop a Central Complaints' File compiled in the following way:
  - It will be divided into months of the year.
  - It will state the date of the complaint, the name of the person making the complaint, the name of the person to whom the complaint was made, the action being taken to address the complaint, the name of the person who is undertaking the complaint investigation process and the outcome of the complaint investigation process.
  - The Central Complaints' File will be stored in the Home Manager's Office.
  - The overall complaints audit for each month will be filed at the front of each month's complaints.
13. Complainants may at any stage make their complaint known to the Care Inspectorate.
14. The address of the Care Regulator will be supplied by the home and should be displayed clearly the Home.
15. Complainants may contact the Care Regulator directly without having made their complaint directly to the Care Home, if they feel that this is appropriate.
16. The Home Manager will comply with local agreed protocol on responding to complaints within the timescales given.
17. The Home Manager must audit their complaints monthly. This may be viewed by the Care Regulator at any time.
18. The Home Manager must audit the Complaints File on an annual basis and summarise the complaints made and the action taken in response. Quarterly audits for BHSCT residents must also be completed and submitted on the relevant form.
19. This audit must remain with the Complaints File at all times.
20. The relevant Trusts **MUST** be notified on the required documents of all complaints received by the home.