



Creative Homecare

Suggestions and Complaint Procedure

1. POLICY STATEMENT

The views of customers, relatives and others on the care and support, which we offer, are important to us. This information can assist us in improving the quality and standard of our services and in reducing incidents.

2. AIM AND SCOPE OF PROCEDURE

To provide instruction on how to manage a suggestion/complaint from receipt through to resolution covering:

- Receipt of verbal and written complaints
- Handling of anonymous complaints
- Investigation of complaints
- Communication with complainant
- Resolution of complaints
- Referral to other bodies if not resolved.

3. RELATED POLICIES AND PROCEDURES

Adult Support and Protection Policy.
Infection Control Policy.

4. STAFF RESPONSIBILITIES

Homecare Manager	To handle verbal complaints and to assist in investigation of written complaints.
Service Manager	To oversee investigation of complaint, to respond to complainant support staff in responding to complaints review suggestions and ensure that the complaint forms part of a learning process. To report on clinical complaints to the Operational Management Group and Creative Homecare Board.

5. METHOD

Receiving the complaint

- Complaints may be initiated with Creative Homecare CIC support workers. Staff need to deal with the complaint sensitively.
- Complaints may be made verbally to any member of Creative Homecare CIC staff or in writing by the customer or their representative. Suitability to represent a customer normally depends on the customer's knowledge and consent that a specific person may act on their behalf. In these cases, consent needs to be obtained from the customer for the release of potentially confidential information.
- Where the customer has died or is unable to give consent, it is necessary to establish in the circumstances that the complainant is suitable to represent the customer.
- Confidentiality of the customer and any known wishes expressed by the customer that information should not be disclosed to third parties should be respected.
- If Creative Homecare care staff are not able to deal with a verbal complaint, this should be passed onto their line manager. Written details of both verbal and written complaints should be recorded on the Creative Homecare CIC's complaint form.
- All complaints should be registered by the Creative Homecare CIC Service Manager. Details to be recorded are:
 - Nature of complaint
 - Result of the investigation
 - Action taken
 - Resolution of complaint
 - Whether the complaint was upheld

Acknowledgement of complaint

- All complainants will receive a written acknowledgement of their complaint from the Creative Homecare CIC Service Manager within 3 working days. This letter should detail the complaints process.

Investigation of complaint

- The Service Manager will investigate the complaint or will nominate someone to investigate it on his/her behalf. The individual should have received training in managing and investigating complaints.
- The complaint investigation should be handled in a manner which acknowledges that being subject to a complaint can be a stressful and anxious time for staff and appropriate support will be provided by management.
- All findings should be fully documented. Any communication with the complainant should be documented.

Resolution of complaint

- If it is not possible to send a full response within a 20 day time scale, a letter explaining the delay should be sent to the complainant by the Service Manager.
- Once the investigation has been completed, a letter should be sent within 20 working days by the Service Manager, outlining the findings and the proposed action to be taken.
- The findings of the complaint together with the action to be taken should be reported to the Creative Homecare CIC Board.
- Action plans following the complaint should be completed together with a time scale for action and review.

Referral to other Individuals or Agencies

- If the complainant is unhappy with the outcome of the complaint, they must be advised how to take the matter further.
- Details of how to do this are provided in the Information leaflet in “How to Complain”. Annex A.
- Flow diagram of complaint process as follows: Annex B

Anonymous Complaints

The Service Manager and Hospice Chief Executive, in consultation with such others as are deemed appropriate will, on receipt of an anonymous complaint and having regard to its content, make a decision on any action to be taken.

HOW TO COMPLAIN

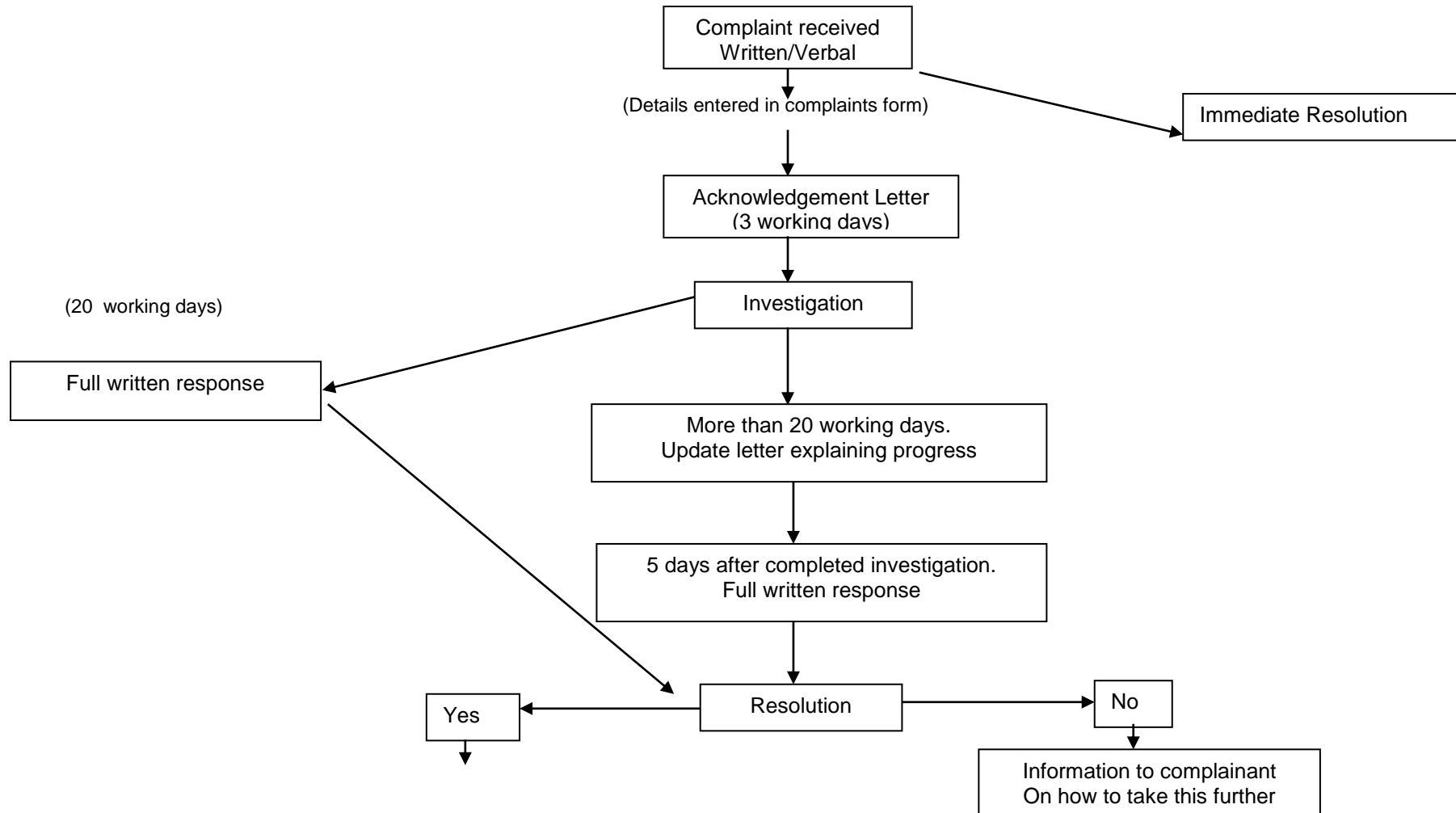
Your views on the care and support which we offer are important to us. This information can assist us in improving the quality and standards of our service, and in reducing incidents. We also recognise that in certain circumstances you may wish to register a complaint, and in this event you can be assured that it will be dealt with promptly, and in a manner which is fair to all concerned.

- You may register a complaint verbally to any member of the Creative Homecare staff and we will endeavour to resolve this with the minimum of delay.
- If you remain dissatisfied, you should submit your complaint in writing to:

**The Service Manager
Creative Homecare CIC
Strathcarron Hospice
Denny
Stirlingshire
FK6 5HJ**

- Your complaint will be acknowledged within 3 days of receipt, and we will communicate with you again within 20 days with a formal response or a progress report depending on the nature of the complaint and the stage of the investigation.
- In some cases, it may help our understanding of your concern and its subsequent resolution if we met to discuss the matter with you. In such cases we would arrange for to this to be done at a time and a location convenient to you.
- If your complaint is specifically about our Creative Homecare service you may also contact: The Care Inspectorate by:
- Filling in the online form - [Complaints \(careinspectorate.com\)](https://www.careinspectorate.com/complaints)
- Calling: 0345 600 9527 between 9am and 4pm, Monday to Friday
- Emailing: concerns@careinspectorate.gov.scot
- Assistance will be provided to those from ethnic minorities or to those who have a sensory impairment, in order to ensure that any views or concerns are dealt with to your satisfaction.
- Complaints can also be made anonymously although by definition this takes away the opportunity for a direct reply.

COMPLAINTS PROCEDURE FLOWCHART



Annex C to Complaints Procedure

CREATIVE HOMECARE COMPLAINT FORM

Complainant's Details

Name: _____

Address: _____

_____ Post Code _____

Customer's details (where different from above)

Name: _____

Address: _____

_____ Post Code _____

Details of complaint (including date(s) of events and persons involved)
Please continue overleaf if necessary.

Complainant's Signature _____ *Date* _____

For Creative Homecare Use Only
Date Form Received:

Received By:

Where the complainant is **not** the patient:

I _____ authorise the complaint set out overleaf to be made on my behalf by _____ and I agree that Creative Homecare may disclose to _____ (only so far as is necessary to answer the complaint) confidential information about me which I provided to them.

Customer's Signature _____
Date _____

Name: _____

Address: _____

ACTION/SUMMARY SHEET

<p>Complainant: _____</p> <p>Patient (if different) _____</p> <p>Address: _____</p> <p>_____</p> <p>_____</p> <p>_____ Post Code _____</p>	<p>Staff member(s) involved</p> <p>_____</p> <p>_____</p> <p>_____</p>
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Name of person investigating complaint _____

Date complaint received: _____ By Phone / Letter / In person

Date acknowledged: _____

Brief details of complaint:

Date meeting held: _____

Date letter of explanations sent: _____

Brief details of response:

Investigation completed within stipulated period: Yes / No

Reason why (if not)