

# COMPLAINTS, SUGGESTIONS & COMPLIMENTS POLICY



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



**Web:** [www.ggwcare.com](http://www.ggwcare.com)

**Office:** Room 66, Capital Business Centre, 22 Carlton Rd, South Croydon CR 20BS



AUGUST 2023 - AUGUST 2024

# OBJECTIVES

-  To establish an efficient mechanism within GGW Care Ltd. for the management of complaints, recommendations, and praise.
-  To guarantee GGW Care Ltd.'s adherence to all pertinent legal obligations, regulations, directives, and optimal procedures.
-  To aid GGW Care in addressing the Key Lines of Inquiry related to enabling individuals to articulate their perspectives and offer input on their care and assistance, as well as demonstrating responsiveness to complaints and issues.
-  To implement a safeguarding-supporting system that facilitates the reporting and resolution of concerns.

# POLICY COVERAGE

This policy applies to all personnel and individuals utilizing our services. Furthermore, it encompasses the following parties:

<b>FAMILIES</b>	<b>ADVOCATES</b>
<b>REPRESENTATIVES</b>	<b>COMMISSIONERS</b>
<b>LOCAL AUTHORITIES</b>	<b>NHS</b>
<b>EXTERNAL HEALTHCARE PRACTITIONERS</b>	

# POLICY OBJECTIVES

- i. Enhancing the Service User's experience by elevating its quality.
- ii. Promptly addressing, resolving, and disseminating all complaints and suggestions within agreed timeframes to extract lessons and enhance service quality and delivery.

# POLICY OVERVIEW

## Complaints

- Complaints, as understood by GGW Care, denote expressions of dissatisfaction necessitating a response, conveyed verbally, electronically, or in written form. Any Service Users, their family members, or advocates acting on their behalf with their consent or in their best interests may initiate complaints.
- GGW Care places significant importance on complaints and endeavors to rectify errors while gleaning insights to prevent reoccurrence. This policy delineates the framework through which GGW Care will accomplish this.
- Compliance with legal statutes, national directives, regulations, and optimal practices will govern GGW Care's handling of complaints and suggestions, following a methodical approach across all complaint-related facets.

- In cases where staff members raise complaints or concerns specific to themselves, the Grievance process will be invoked. For protected disclosures, the Whistleblowing procedure shall be invoked.
- GGW Care acknowledges its statutory obligations concerning the Duty of Candour, vowing adherence to established policies and procedures.

*GGW Care will ensure equitability and transparency throughout the complaints and compliments process, refraining from any direct or indirect discrimination based on:*

- Age
- Transsexual/transgender identity
- Marital or civil partnership status
- Pregnancy or maternity status
- Disability
- Race, including nationality, ethnicity, or origin
- Religion, belief, or absence thereof
- Gender
- Sexual orientation

# PROMOTING A COMPLAINT-FRIENDLY ENVIRONMENT

Complainants shall enjoy the freedom to raise concerns without apprehension of retaliation and will be treated courteously, respectfully, and empathetically. GGW Care will ensure that the process of registering complaints and receiving feedback aligns with the Accessible Information Standards, presented in a format comprehensible to Service Users.

# ENGAGING AND SOLICITING SERVICE USER INPUT

BeeAktive will actively pursue opportunities to gather input from Service Users and stakeholders. It will uphold sensitivity, integrity, and professionalism, extending compassion, courtesy, and respect to those who express complaints or provide suggestions. Confidentiality rights of Service Users will be safeguarded. GGW Care will also ensure the availability of alternative communication methods, ensuring accessibility for Service Users facing communication challenges or utilizing non-English languages.

## **ACKNOWLEDGING THE CHALLENGE OF DISTINGUISHING COMPLAINTS FROM CONCERNS**

GGW Care acknowledges the complexity of differentiating between complaints and concerns, thus adhering to this policy whenever discontentment with the service surfaces.

## **COMPREHENSIVE RECORD-KEEPING AND TRANSPARENCY**

Every received complaint, irrespective of severity or mode of communication, will be meticulously documented. This approach fosters a culture of openness and transparency in addressing concerns at the earliest stage for swift resolution. Complaint records will also find a place in the Service User's Care file and be reported in accordance with contractual or regulatory obligations.

## **ADDRESSING SAFEGUARDING APPREHENSIONS**

In instances where a complaint or concern pertains to actual or potential harm to a Service User, GGW Care will align with its Safeguarding Policy and Procedures, supplementing the complaints protocol. It will seek counsel and guidance from the Safeguarding Adults team, escalating concerns as per established procedures. Additionally, GGW Care will fulfill its statutory duty by notifying CQC.



## ROLES AND DUTIES FOR ALL STAFF MEMBERS

It is acknowledged that every staff member within GCW Care might encounter an individual seeking to voice a concern or complaint at any given time. Hence, staff members should possess the ability to manage such situations sensitively, methodically, and promptly.

*To achieve this, staff members should:*

Receive comprehensive training during their induction and periodically thereafter to ensure a deep-seated and refreshed understanding of the complaint procedure.

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Have ready access to the complaint procedure.

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Be granted the opportunity to introspect and learn from complaints as a means of fostering quality care development.

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Recognize that any unsettling feedback from Service Users or their representatives requires swift resolution, whenever possible, to meet their contentment. Necessary updates to Care Plans shall reflect the intended care changes, with the Registered Manager being duly informed of the feedback. Neglecting this could potentially result in a formal complaint.

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Be explicitly informed that the moment a complaint is presented, immediate escalation to management becomes imperative. Purposely withholding or concealing concerns voiced by Service Users or their representatives may lead to disciplinary actions.

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# GGW CARE LTD. MANAGEMENT TEAM

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The management team at GGW Care shoulders the responsibility of ensuring adherence to this policy, regulatory compliance, improvement strategizing, and establishing mechanisms for relevant reporting and information dissemination concerning complaints.

2

This team acts as the primary point of contact for receiving, investigating, and handling complaints within GGW Care. However, this authority may be delegated to a senior staff member who possesses the requisite experience, knowledge, and competencies to investigate and manage complaints effectively.

3

GGW Care will ensure the procedure for raising a complaint is readily accessible and prominently displayed on the GGW website, within Service User materials and guides. Provision for alternative languages and formats should be available upon request.

# COMPLIMENTS AND SUGGESTIONS

GGW Care warmly embraces compliments and suggestions, recognizing their significance in acknowledging our service accomplishments and identifying avenues for enhancement. We will actively engage with a diverse array of stakeholders, alongside Service Users, to facilitate service progress and refinement. Feedback shall be shared with our staff members.

# ONE COMPLAINT, ONE RESPONSE

Following the guidelines of the Social Care Ombudsman, when a Service User is availing services from multiple organizations, GGW Care will ensure they have the liberty to direct a complaint to any of these entities and shall receive a unified response subsequent to a collaborative investigation.



## COMPLAINTS PROCEDURE:

In instances where a complaint or concern pertains to actual or potential harm to a Service User, GGW Care will align with its Safeguarding Policy and Procedures, supplementing the complaints protocol. It will seek counsel and guidance from the Safeguarding Adults team, escalating concerns as per established procedures. Additionally, GGW Care will fulfill its statutory duty by notifying CQC.

### INITIATING COMPLAINTS

GGW Care can receive complaints either verbally or in written form from various sources, including:

- Service Users
- Authorized representatives acting with written consent (e.g., advocates, family members, Members of Parliament)
- Authorized representatives acting on behalf of Service Users who are unable to represent themselves, ensuring this doesn't compromise confidentiality or pre-existing wishes.

*GGW Care is responsible for providing Service Users with guidance on the complaint process and the subsequent steps, including any designated timeframes.*

### TIMEFRAMES FOR LODGING COMPLAINTS

Complaints should ideally be submitted within 12 months of the incident or concern. However, this time limit can be waived under certain conditions:

- If the investigation remains feasible (records are available, individuals involved can still be interviewed, etc.)
- If the complainant can demonstrate a reasonable cause for the delay. The decision to waive the time limit rests with the service manager.



# PROCEDURE FOR HANDLING COMPLAINTS

## STEP ONE

Upon receipt of a complaint, staff will endeavor to promptly resolve it to the complainant's satisfaction.

## STEP TWO

Staff will express regret for the need to raise a complaint and elucidate the complaint procedure outlined in subsequent steps.

## STEP THREE

The complaint will be reported to the most senior staff member on duty and logged for documentation.

## STEP FOUR

A formal acknowledgment of received complaints (verbal or written) will be dispatched within 3 working days, either by letter or email. A local system will manage out-of-hours and weekend complaints. The acknowledgment will entail:

- An invitation for a discussion regarding the complaint
- The designated investigator
- The investigation approach, specifying its focus
- A timeline for concluding the investigation (ideally within 28 days; exceptions will be communicated)
- Access to the complaints procedure and external contact details for unresolved dissatisfaction.

## STEP FIVE

*Following a comprehensive investigation, a response letter will be issued, containing:*

- A synopsis of the complainant's perspective
- Details of consulted evidence and sources
- Concise presentation of findings for each issue
- Clear classification of the issue as "upheld," "partially upheld," or "not upheld," with ineligibility reasons explained if applicable.
- An elucidation of outcomes, remedial actions, and lessons learned.
- Apologies for upheld issues and identified shortcomings.
- The complainant's recourse options in case of dissatisfaction, including referring to relevant ombudsman.

## STEP SIX

Closure will occur upon confirmation of complainant satisfaction. In cases of dissatisfaction, GGW Care will facilitate further support access (refer to below).

The Complaints Record

A detailed record of each complaint will encompass:

- Complaint particulars
- Subject matter and outcomes
- Reasons for delays, if any, beyond the agreed response period
- Date of outcome communication to complainant

Complaints pertaining to Service Users will be archived in their care records for reflection on recommendations.

Telephone-based complaints will be logged with date, time, and written follow-up for discussed areas.

In cases implying potential Service User abuse, safeguarding protocols will align with local authority expectations and regulatory notifications.

Complaints shared for educational purposes will be anonymized to protect Service User identity.



# INVESTIGATIONS APPROACH:



Advice and support, if needed, will be sought from senior managers. The investigation should ideally be conducted by an impartial staff member possessing the necessary expertise and authority to ensure thoroughness, and not directly linked to the incident.

## CONFIDENTIALITY AND DISCIPLINARY ACTIONS

Confidentiality will be upheld, respecting organizational confidentiality policies and relevant codes of practice. If a complaint investigation leads to staff disciplinary measures, the complaint will persist, though the outcome specifics and ongoing inquiries will remain undisclosed.

**UNRESOLVED COMPLAINTS:**

For unresolved complaints, various avenues of support or notification exist:

- Local Government and Social Care Ombudsman (for local authority-funded or self-funded Service Users)
- Parliamentary and Health Service Ombudsman (for NHS-funded Service Users)
- Healthwatch and local independent complaints advocacy services (ICAS)
- Care Quality Commission (CQC), which doesn't handle individual complaints but accepts service-related information
- Clinical Commissioning Groups, offering a forum to address health service complaints

**DETAILED CONTACT INFORMATION:****Local Government and Social Care Ombudsman:**

*Contact: Tel: 0300 061 0614, Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk), Website: <https://www.lgo.org.uk/>*

**Parliamentary and Health Service Ombudsman:**

*Contact: Tel: 0345 0154033, Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk), Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk),  
Address: Millbank Tower, Millbank, London, SW1P 4QP*

**Care Quality Commission (CQC):**

*Contact: Tel: 03000 616161, Fax: 03000 616171, Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk), Website: [www.cqc.org.uk](http://www.cqc.org.uk), Address:  
National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA*

**Clinical Commissioning Groups:**

*Local contact details can be found at: <http://www.england.nhs.uk/ccg-details/#ccg-e>*



## Complaint Channels and Positive Feedback

### Local Authority Complaints Teams:

- Individuals can voice concerns or complaints about adult social care, whether self-funded or Council-funded.
- Complaints can encompass service providers operating on behalf of the Council.

### Professional Bodies:

- Cases involving serious healthcare professional misconduct will involve relevant professional bodies.
- GGW Care will cooperate with external bodies and adhere to specified timelines for information provision.

### Compliments:

- Celebrating success via compliments is encouraged.
- Compliments are shared with staff and publicly displayed after anonymization or consent.
- Compliment numbers are logged for quality assurance.
- Verbal praise is valued and should be documented and shared.
- Staff, resident, and relative meetings prioritize compliments.

### Suggestions:

- Verbal or written suggestions for practice improvement are welcomed.
- Documented suggestions lead to recorded outcomes.
- Staff and external inputs are encouraged, documented, and shared.



Audit and Evaluation:

- GGW Care continuously reviews service performance and safety.
- Trends and themes are shared with Care Workers.
- Staff are trained in handling and managing complaints.

Handling Anonymous Complaints:

- Anonymous complaints receive equal investigation and corrective action.
- Logging and actioning are imperative.

Unified Complaint Response:

- Complaints spanning multiple organizations result in joint investigations and single responses.
- GGW Care liaises with other entities, sharing concerns and seeking permission.
- If desired, alternative contact details are provided.

Effective Resolution:

- GGW Care aims to address complaints internally.
- Staff engage Service Users, seeking reasons for bypassing management.
- External avenues, such as commissioners or advocates, are respected and supported.
- Service Users are directed to Citizens Advice if suitable.



# DEFINITIONS:

## Compliment:

A compliment signifies contentment with a received service, expressed through positive feedback in verbal or written form, encompassing praise, admiration, congratulation, and encouragement.

## Complaint:

A complaint signifies dissatisfaction, disappointment, or discontent, addressing omissions, decisions, or actions. Complaints may be lodged verbally, electronically, through local feedback channels, or in writing.

## Self-Funded Care:

Self-funded care denotes care entirely financed by the recipient.



*Information Regarding Complaints for Service Users:*

## **INTRODUCTION:**

We prioritize delivering quality care across all services and value your feedback in maintaining consistent service excellence. Should you encounter dissatisfaction with our services, please communicate your concerns.

### **Suggestion Submission:**

Beyond formal complaints, we welcome suggestions for improvement from service recipients and their associates. To share suggestions:

- Approach the Manager or Deputy
- Utilize provided comment/suggestion boxes
- Send suggestions to Mary Monovis, Registered Manager, GGW Care, Capital Business Centre, 22 Carlton Road, Cr2 OBS.

### **Making a Complaint:**

Our commitment is to address complaints promptly, effectively, and equitably. Every complaint is taken seriously, aiding service enhancement. Confidentiality is upheld, and services will not be affected due to complaints.

### **Eligible Complainants:**

Anyone affected by GGW Care's service may file a complaint. A representative can act on behalf of the affected person if they're deceased, incapacitated, or have granted consent.

## **COMPLAINT SUBMISSION METHODS:**

### **Complaints can be lodged:**

- In person
- Via telephone
- Through staff members
- With an advocate or representative
- Through written correspondence (letters or emails)

### **Anonymous Complaints:**

Anonymous complaints undergo the same process. Providing contact details allows updates on investigation outcomes.

### **Responsibility:**

The Registered Manager oversees all service-related complaints, offering support, guidance, and accessible complaint procedures.

### **Complaint Handling:**

The Registered Manager or GGW Care may delegate investigation to a senior management team member. We acknowledge complaints within 3 working days, providing the investigator's details.

### **Progress Updates:**

Investigation progress is communicated, and complaints are ideally resolved within 28 working days, unless an alternative timeframe is agreed upon.

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Investigation progress is communicated, and complaints are ideally resolved within 28 working days, unless an alternative timeframe is agreed upon.

**Outcome Discussion:**

Upon investigation completion, an outcome discussion is arranged, detailing findings, actions taken, and proposed resolutions.

**Time Limits:**

Complaints should be raised as soon as possible. Delays may affect investigation feasibility, but valid reasons are considered for delays.

**Escalation and External Support:**

If dissatisfied with the service's handling, contact the Registered Manager or Local Authority Complaints Team. For unresolved complaints, the Local Government and Social Care Ombudsman offers an independent review. GGW Care is regulated by the Care Quality Commission, open to service-related information.

**Contact Information:**

**Local Government and Social Care Ombudsman:**

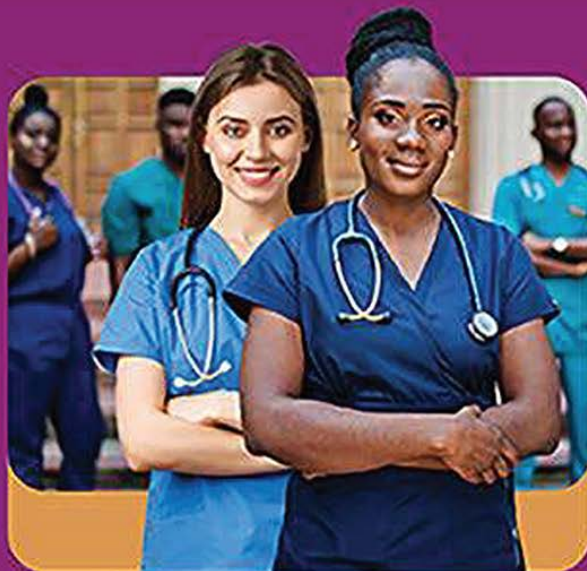
- Address: PO Box 4771, Coventry CV4 0EH
- Tel: 0300 061 0614
- Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)
- Website: <https://www.lgo.org.uk/>

**Care Quality Commission:**

- Address: Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA
- Tel: 03000 616161
- Fax: 03000 616171
- Website: [www.cqc.org.uk](http://www.cqc.org.uk)



## Experience the GGW Care Limited difference and discover a higher standard of care for yourself or your loved ones.



**1. Dementia Care:** Expert caregivers providing compassionate support for individuals with dementia, enhancing their quality of life.

**2. Mental Health Conditions:** Personalised care for individuals with mental health conditions, prioritising well-being and comfort.

**3. Personal Care:** Respectful and dignified assistance with daily activities like bathing, grooming, dressing, and medication management, promoting independence.

**4. Physical Disabilities Care:** Specialised care for individuals with physical disabilities, including mobility assistance and enhancing comfort and independence.

**5. Sensory Impairment:** Tailored support for individuals with sensory impairments, offering assistance to enhance well-being for those with visual or hearing impairments.

**6. 24-Hour Care:** Round-the-clock support for individuals who prefer to stay in their own homes.

**7. Day Sit-in Service and Night Stay Service:** Available caregivers for day-time support and overnight stays, ensuring round-the-clock assistance.

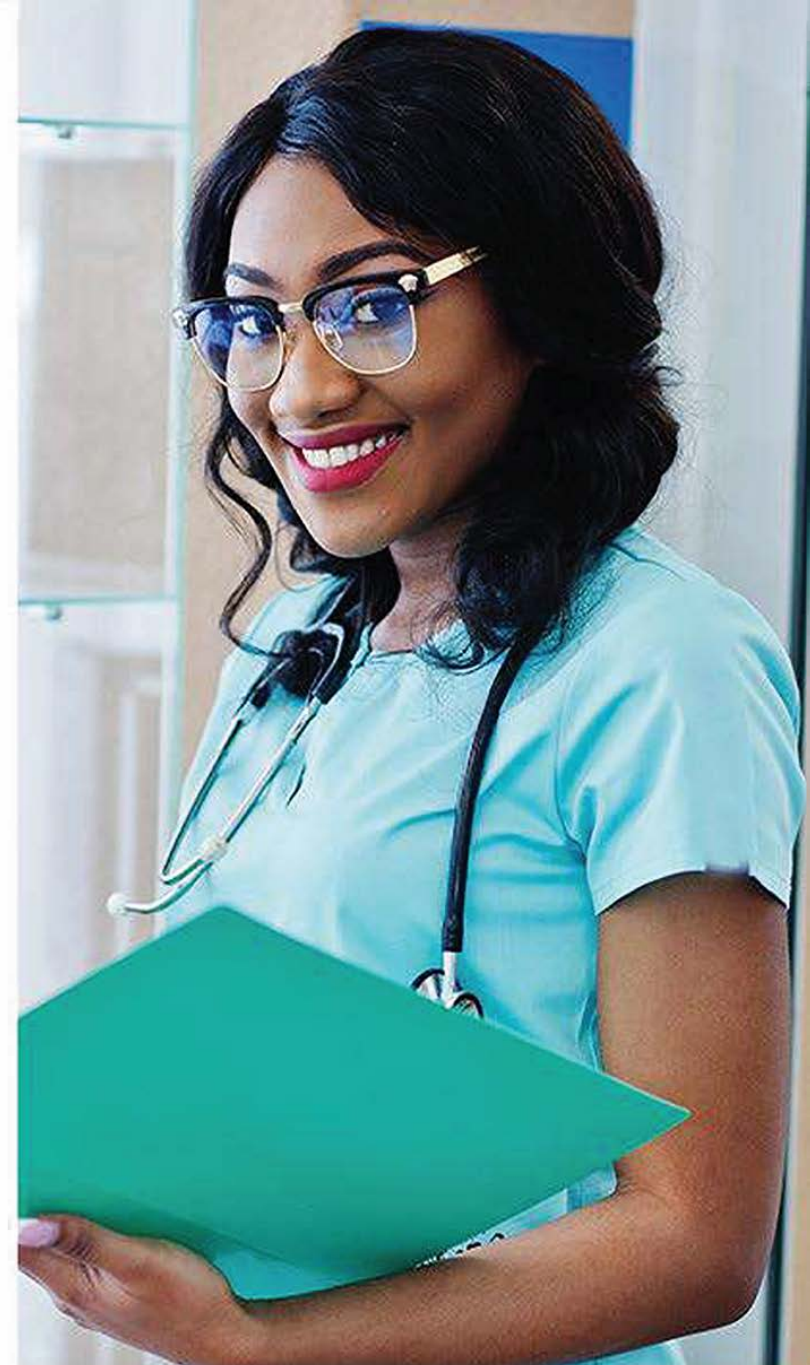
**8. Escort to Hospital or Day Care:** Transportation services to accompany and assist individuals to hospitals or day care facilities.

**9. Shopping and Cleaning Service:** Assistance with shopping tasks and maintaining a clean and organised living environment.

**Those We Serve:** We recognise the unique needs of these groups and provide tailored care to help them lead fulfilling lives.

**Older People:** Our services are designed comprehensively for individuals aged 65 and above.

**Young Adults:** Our support services are also extended to young adults with physical disabilities, sensory loss, and learning disabilities.



**GGW**  
CARE LIMITED

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Visit us at...  
[www.ggwcare.com](http://www.ggwcare.com)