



## **Complaints Management**

### **Version 2**

**Category: Operations - General**

**Latest Review Date: December 2011**

**Review Frequency: 3 years**

**Owner: Operations Director**

**Contributors: Quality Manager, Regional Manager**

## POLICY

### 1. Policy Goal

To create an environment where residents (or others acting on their behalf) feel comfortable to make complaints and register comments, believing they will be listened to. To manage an effective system for identifying, receiving, handling and responding to complaints and comments. Where complaints have been made to use these as a tool to improve service delivery.

### 2. Business Objectives

To listen to residents' views, respond appropriately and in a timely manner, by managing complaints in line with legal and regulatory obligations.

### 3. Organisational Statement

As a responsible provider of both care and housing related support, ECCT is committed to delivering a high quality service for residents, responding to concerns and complaints when this is not achieved, and learning from complaints to improve the service provided. ECCT has a statutory responsibility to manage a system to deal with complaints, including providing residents with information about the system, supporting residents to make complaints and responding appropriately within a given timeframe.

### 4. Outcomes

All staff are aware of the complaints system and know how to support a resident to make a complaint. Staff investigate all complaints and inform the complainant of the outcome of the complaint, with an aim of concluding complaints within 14 days. ECCT analyses complaints data to identify trends or non-compliance to regulations and acts accordingly.

### 5. Application

All staff are to be aware of, understand and adhere to this policy. All residents understand the policy.

## 6. Reason for the Policy

To ensure that residents (or others acting on their behalf) understand how to make a complaint, are able to do so without fear of discrimination, and that staff support this. To meet regulatory requirements of the Care Quality Commission on complaints and the Supporting People Quality Assessment Framework.

## 7. What is new / What is different

This revision incorporates a procedure on compensation payments.

## 8. How to measure success

Staff complete the complaints tracker and retain appropriate documentation to enable complaints to be concluded in line with this policy, with an aim of 90% being concluded within 14 days. Quality Manager monitors trends and identifies key risks for service improvements.

## 9. Reference to relevant documents

<b>Regulation / Guidance</b>	<b>In House Documents</b>
Care Quality Commission Essential Standards of Quality and Safety (March 2010)	Safeguarding of Vulnerable Adults and Children Policy
Supporting People Quality Assessment Framework Core Service Objectives (February 2009)	Equality and Diversity Policy
	Human Rights Policy
	Tell Us How We're Doing leaflet
	Financial Regulations
	Data Protection Policy*
	Listening to our Customers Policy*
	(Those policies marked * are currently under review)

## 10. Approval date – December 2011

## 11. Next review date – December 2014