



Complaints Management

Version 4.2

Category: Corporate

Latest Review Date: December 2017

Review Frequency: 3 years

Owner: Chief Executive

Contributors: Quality Manager, Performance and Standards Officer, Quality Administrator, Location Managers, Residents Forum

POLICY

1. Policy Goal

In order to deliver our strategic objective to continuously improve the quality of our care and services for new and existing residents it is important to approach complaints management effectively and robustly. This will ensure that our value to listen to our customers so that we can continuously improve is delivered, in an open and accountable manner.

2. Business Objectives

To listen to residents', other service users' and other customers' views, and to respond appropriately, and in a timely manner, by managing complaints in line with legal and regulatory obligations and best practice

3. Organisational Statement

As a responsible provider of housing with care and support, the ExtraCare Charitable Trust (ECCT) is committed to delivering a high quality service for residents, other service users and other customers, responding to concerns and complaints when this is not achieved, and learning from complaints to improve the service provided. ECCT has statutory responsibilities to manage a system to deal with complaints, including providing residents, other service users and other customers with information about the system, supporting them 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, other service user or other customer to make a complaint. Staff investigate all complaints and inform the complainant of the outcome, with an aim of concluding 70% of complaints within 10 days and 95% within 2 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, other service users and other customers are to understand the policy.

6. Reason for the Policy

To ensure that residents and other service users - (or others acting on their behalf) - and other customers 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 and the Homes and Communities Agency.

7. What is new / What is different?

This revision reflects the change in wording of the Complaint Leaflet from Tell Us How We're Doing to Tell Us Your Concern. There have been changes to the Dealing with a Complaint at a Location Work Instruction – all correspondence relating to a complaint is to be included on the COLIN database. This is a requirement of ARCO, our trade body.

8. How to measure success

Staff complete complaints documentation accurately and retain appropriate records to enable complaints to be concluded in line with this policy, with an aim of 70% being concluded within 10 days and 95% within 21 days. The Quality Team monitors trends and identifies key risks for service improvements.

9. Reference to relevant documents

Regulation / Guidance	In House Documents
The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014	Safeguarding of Vulnerable Adults and Children Policy
Care Act 2014	Equality and Diversity Policy
The Regulatory Framework for Social Housing in England, April 2012 (Homes and Communities Agency)	Human Rights Policy
Localism Act 2011	Tell Us Your Concern leaflet
Associated Retirement Community Operators Consumer Code	Financial Regulations
	Data Protection Policy
	Customer Involvement Policy
	Dealing with a Complaint Work Instructions

10. **Approval date** – December 2017

11. **Next review date** – May 2019 (due for presentation to Operational Committee for approval)