



™ CARE4U2DAY Limited
Home Care Services

Management of Concerns / Complaints

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MANAGEMENT OF COMPLAINTS

This Policy summarises the procedures to be followed to process complaints received from service users regarding their perception of the quality of the Care Service delivered by the Organisation:

1. Complaints may originate from service users, their family / relatives, either directly or through the Contracting Authority, and even from the Organisation's own Care Staff. Complaints may be received both verbally and in writing.
2. Each instance of complaint must be reported / routed to the Registered Manager. Upon receipt of the complaint, the Registered Manager will complete the appropriate sections of a Complaints Record Form for appropriate action.
3. Every effort will be made to resolve the complaint and to provide a full response to the complainant within 7 working days.
4. If the Registered Manager is unable to satisfactorily resolve the complaint within 7 working days then the complainant has the right to contact our Managing Director directly, if this unsuccessful then please refer the complaint to the Contracting Authority, details of which are as follows:

ADULT CARE SERVICES

Hertfordshire County Council

County Hall, Pegs Lane, Hertford SG13 8DQ

Email: careconcerns@hertfordshire.gov.uk

Phone: **0300 123 4042**

5. Once the concern / complaint has been resolved, the Registered Manager will complete the relevant sections of the Complaints Record Form, which will then be signed-off.
6. The Registered Manager / Operations Manager is responsible for maintaining all records relating to a complaint, using an appropriate Complaints Record Form as the basis for monitoring the progress made in resolving the complaint. Records will include all written complaints received, and copies of all statements from relevant parties.
7. Records of all concerns / complaints, together with an on-going Complaints Record Log, are maintained in a separate Complaints Records File located at the Organisation's offices under the responsibility of the Registered Manager / Operations Manager.
8. The Complaints Record Logs will be reviewed on a regular basis for apparent adverse trends in service quality as part of the Management Review of the Quality System, reference
9. In accordance with statutory requirements all service user's complaints records will be kept on file for 2 years from date of first entry on the Complaints Record Log.