



**™ CARE4U2DAY Limited**  
**Home Care Services**

# Management Concerns - Complaints



## MANAGEMENT OF COMPLAINTS / CONCERNS

This Policy summarises the procedures to be followed to process complaints or concerns 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. All complaints and concerns must be received in a signed letter, or by using the complaint form which is located within each service users home care folder. [Form: 03.03.20]
  - However, complaints or concerns must be made within a certain time frame of 7 days from the date of the issue.
  - Complaints or concerns will be investigated if you are a current or ex Service user/relative of the company.
  - We are unable to discuss any complaint/concern without the signed patient consent of the service user. If the service user does not have full mental capacity the authorised next of kin's written consent is required. The complaint/concern raised must be personally signed by one of the above.
2. Each instance of any complaint must be reported to the Registered Manager / General Manager. Upon receipt of the complaint, the Registered Manager/ General Manager will acknowledge receipt in response via email to confirm receipt of the complaint and will arrange an informal meeting to discuss the complaint in more detail.

The service user, family, relatives are required to use the complaint form which is located within each service users home care folder, for which this will be checked against the service users main authorised contact list.
3. Every effort will be made to resolve the complaint and to provide a full response to the complainant within 14 working days.
4. If the Registered Manager / General Manager is unable to satisfactorily resolve the complaint within 14 working days then the complainant has the right to write to 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](mailto:careconcerns@hertfordshire.gov.uk)  
Phone: **0300 123 4042**

5. Once the complaint/ concern 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 / General 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 / General 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 reviews.
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.