

**HANDLING & PROCESSING COMPLAINTS****A: OBJECTIVES:**

To describe the handling of complaints received from residents and relatives regarding the quality care delivered at the Home.

**B: PROCEDURE:****1. Informal Concerns/Complaints:**

- 1.1 These are day-to-day concerns, which can usually be resolved relatively simply.
- 1.2 The person complaining should direct the complaint in the first instance to the Duty Manager of the shift.
- 1.3 The Duty Manager will discuss the matter with the complainant and try and resolve the problem there and then. If necessary, the Duty Manager will refer the matter to the Registered Manager.
- 1.4 If the matter cannot be resolved as above, the complaint should be managed as a formal complaint (see section 2).
- 1.5 All complaints, formal and informal, should be entered into the respective Resident's records in Person Centred Software and a response given to the complainant within 28 days.

**2. Formal Complaints:**

All formal complaints should be made in writing. These complaints should in the first instance be made to the Registered Manager. If it is not appropriate to make the complaint to the Registered Manager, the complaint should be sent to the Local Government Ombudsman.

**2.1 Complaints to the Home**

- 2.1.1 Upon receipt of a formal complaint, the Registered Manager will initiate a Complaint Record in Person Centred Software.
- 2.1.2 The Registered Manager will conduct an investigation into the matter surrounding the complaint. She will try to find a satisfactory solution and will inform the complainant of the process.
- 2.1.3 Progress will be recorded in Person Centred Software and a response will be given to the complainant within 28 days.
- 2.1.4 All relevant correspondence will be scanned and uploaded into Person Centred Software.

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2.1.5 Once the complaint has been satisfactorily resolved, the Registered Manager will formally sign it off.

**2.2 Complaint to the Local Government Ombudsman**

If a complainant feels that it is inappropriate for a complaint to be handled within the Home and wishes to complain to the Local Government Ombudsman, he/she should contact the following:

The Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

Tel: 0300 061 0614

Online: [www.lgo.org.uk/adult-social-care/](http://www.lgo.org.uk/adult-social-care/)

**2.3 Safeguarding**

If the complaint is regarding a safeguarding issue please contact:

Kent County Council  
Tel: 0300 041 6161  
Email: [social.services@kent.gov.uk](mailto:social.services@kent.gov.uk)

**2.4 Role of the Care Quality Commission**

The Care Quality Commission (CQC) does not investigate any complaints directly, but it welcomes hearing about any concerns. Please see the CQC's leaflet How to Complain About a Health or Social Care Service (July 2013) (available on the CQC website).

The care service also sends to the CQC any information about complaints requested or required as part of CQC's compliance reviewing policy.