



Libertatem Healthcare Group

Complaints

Policy and Procedure

Notice to employees using a paper copy of this policy
The company Policies folder on the shared drive holds the most recent version of this document and all employees must ensure that they are using the most recent guidance.

Document Control

Document Name	Complaints Policy and Procedure
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Purpose	To outline process for raising and managing complaints received.
Compliant with CQC Regulation	16
Approval Date	03.07.2019
Publication Date	03.07.2019
Review Date	June 2022
Distribution	All staff

Version Control

Version	Date	Amended by	Comments
V3.0	01.05.2019	Karen Hodgkinson	Updated document to streamline process
V4.0	26.06.2019	Karen Hodgkinson	Reviewed and updated document and version control to LHG standard document

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Introduction

Libertatem Healthcare welcomes feedback from clients and their family about the services we provide. A range of methods are used to encourage people to share their experiences and this includes feedback from concerns, comments, complaints and compliments.

Libertatem Healthcare is committed to providing safe, effective and high quality services but we recognise that at times things can go wrong. When complaints are raised, Libertatem Healthcare has a responsibility to acknowledge the complaint and investigate things as quickly as possible, to learn lessons, prevent reoccurrence and identify service improvements if required.

Scope

This policy provides a framework for all Libertatem Healthcare client care staff registered with the company and all employees of Libertatem Healthcare in dealing with people using the company's services and clients.

This policy deals with the handling of concerns and complaints regarding Libertatem Healthcare's services. Concerns and complaints may be received from client's their relatives and other customers.

The policy applies to all areas within the organisation; and applies to all employees and client care staff completing duties.

Purpose

The purpose of this policy is to explain how Libertatem Healthcare meets our regulatory requirements.

The policy makes clear what people can expect when they complain and supports a culture of openness, honesty and transparency (Duty of Candour).

The aims and outcomes of this policy promote early and prompt resolution. Likewise, good complaint handling and continuous learning is endorsed throughout the policy, promoting improvements in the quality and safety of Libertatem Healthcare's services.

Aims

- To listen when a complaint or concern is raised
- to acknowledge all complaints within 3 working days
- Explain what went wrong and to consider prompt, appropriate and proportionate remedies to put things right.
- To provide a consistent approach to the timely and efficient handling of all complaints
- Respect the individual's right to confidentiality and treats all clients, employees and client care staff involved with respect and courtesy.
- Investigations into written complaints are held within 3 weeks
- Learn from complaints and use them to improve the quality of services and to prevent mistakes happening again.

Outcomes

The policy & procedure will, as far as is reasonably practical, be easy to understand, accessible to all clients, employees, and client care staff and include information about support and advocacy services.

All employees will receive an appropriate level of training to enable them to:

- respond positively to complaints
- investigate complaints
- conduct formal action hearings.

Libertatem Healthcare will ensure that clients can raise a complaint without their care, treatment or relationship with employees and client care staff being compromised.

Complaints will require a written response, although some complainants prefer to receive this via email. The response will explain:

- how the complaint has been investigated,
- apologising where appropriate,
- explain the outcome of the investigation,
- what actions have been or are planned to be undertaken to put the matter right.
- what the next steps are for the complainant if they remain dissatisfied.

Libertatem Healthcare will strive to resolve all complaints locally, whilst reminding people of their right to appeal or take the matter to the Health Service Ombudsman if they are not satisfied.

We will facilitate early resolution and ensure complaints are responded to promptly and used to initiate actions for service improvement/opportunities for staff improvement.

Libertatem Healthcare understands and will comply with the requirements of the Duty of Candour Regulation and the requirements of the Duty of Candour Policy must be adhered to when managing a complaint.

A complaint can be defined as any expression of dissatisfaction, or a perceived grievance or injustice.

Definitions

It is sometimes difficult to clearly differentiate between a concern and complaint and for this reason they should be viewed along a scale. However, for the purpose of this policy, the following definitions will apply:

- **Concern** - A concern can be defined as a matter of interest, importance or anxiety. Concerns are received throughout the organisation. Libertatem Healthcare aims to investigate and resolve a concern to the complainant's satisfaction. All concerns must be recorded and addressed and will be collated and analysed along with the data recorded from complaints and incidents.
- **Complaint** - A complaint can be defined as any expression of dissatisfaction, or a perceived grievance or injustice. Complaints can be made verbally or, in writing e.g. a letter or email.
- **Complainant:** -A complainant can be defined as an individual who raises a complaint.

Who may raise a concern or make a complaint

- Complaints may be made by a client or, their representative.
- A complaint may be made by a representative where the client has died; is a child; is unable to make the complaint themselves due to physical or mental incapacity (within the meaning of the Mental Capacity Act 2005); or has requested the representative to act on their behalf.
- A commissioner or purchaser of the care we provide
- A member of the public who has become aware of an issue related to operation of our business, which they believe is a matter of concern

How to raise a concern or make a complaint

- Concerns and complaints may be made about any matter reasonably connected with the functions of Libertatem Healthcare. This may be clinical or non-clinical.
- In all circumstances where a representative is making a complaint, the complaint can be considered if the representative is a relative or other person who had or

has sufficient interest in the person's welfare and the complaint is made in the best interests of the person on whose behalf the complaint is made.

- Complainants will be made aware of specialist advocacy agencies such as mental health, learning disabilities, elderly or disadvantaged groups, e.g. Independent Mental Capacity Advocacy (IMCA) are also available for general support.

Concerns and complaints may be made verbally (in person or via telephone) or in writing (letter or electronically). A concern or complaint may be raised with any Libertatem Healthcare employee or client care staff. Alternatively the complainant may choose to address their concerns to their local commissioner or to the relevant regulatory authority in England (CQC).

Time Limit for making a complaint

Normally a complaint should be made as soon as the matter came to the notice of the complainant.

Where a complaint is made after this time, the complaint may be investigated taking into account the nature of the complaint, if the complainant had good reasons for not making the complaint at the time and given the time lapse it is still possible to investigate the complaint effectively and efficiently.

Complaint handling process

Upon receipt of a concern or complaint, the member of Libertatem Healthcare Staff should direct the complaint to their line manager.

The Manager will ensure consideration is given to the duty of candour policy and acknowledge complaint as required.

The Manager receiving the complaint will acknowledge the receipt of the complaint in writing within 3 days of being notified of the issue.

The Manager will ensure the complaint is logged on the complaints spreadsheet and that the registered manager is aware of the complaint.

The Registered manager will review the complaint to assess if there is any contributing factors that may constitute abuse/ concerns for safety and ensure that the relevant processes are followed to safeguard individuals.

The Registered manager will ensure any required notifications are completed and forward to regulatory bodies.

The Manager will fully investigate the complaint and will provide a written response within 21 days where possible.

If more time is required to complete a thorough investigation the complainant will be kept informed in writing and this will detail a revised date for full written response to be provided.

If the complainant is not satisfied with the outcome of the complaint they can raise this with the Managing Director.

The complainant will also be made aware of regulatory bodies and ombudsman who can review the complaint.

Complaints made be raised to:-

Email: info@libertatemhealthcare.co.uk

Telephone 0118 9730006

Post: Libertatem Healthcare Group

Albany House,
14 Shute End
Wokingham
RG40 1BJ