



House of Caring Ltd
Complaints and Concerns Policy

Address: Office 164, Regus Building, Bath Road, Slough, SL1 4DX

Phone: 01753318030

1. Introduction

We always aim to provide a high standard of care in all our services. Our Service Users' views are important to us and help ensure our services are consistently meeting people's needs. If you are unhappy with any of our services, it is important that you let us know.

If a complaint alerts us to possible abuse or neglect, we will inform the Local Authority's Adult or Children's Safeguarding Team. The Safeguarding Team will decide how to investigate and monitor outcomes.

2. Making a Suggestion

Often people feel more comfortable suggesting improvements than complaining formally. Suggestions can be made by anyone receiving services or their representatives. Suggestions can be made by:

- Speaking to the Manager or their Deputy
- Utilising available comments or suggestion boxes
- Sending an email or letter to the Registered Manager

Registered Manager Contact:

House of Caring Ltd

Office 164, Regus Building, Bath Road, Slough, SL1 4DX

01753318030

3. Making a Complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use the information to help us improve. We treat all complaints in confidence and assure Service Users and families that services will not be reduced or withdrawn because someone makes a complaint in good faith.

4. Who Can Complain

Anyone affected by the way House of Caring Ltd provides services can make a complaint. A representative may complain for the affected person if:

- The person has died
- They cannot complain themselves
- They have given consent for the representative to act on their behalf

We can also help connect complainants with an advocate.

5. How You Can Make a Complaint

You can complain:

- In person
- By telephone
- In writing
- By email
- Through a member of our staff
- Through an advocate or representative

6. Anonymous Complaints

Anonymous complaints will be investigated under the same procedure, though we will be unable to update you on the outcome if contact details are not provided.

7. Responsibility

The Registered Manager is responsible for managing all complaints. We will provide:

- Help to understand the complaints procedure
- Advice on accessing support
- Information in accessible formats if needed

8. How We Handle Complaints

- **Acknowledgement:** We will acknowledge your complaint within **3 working days**.
- **Investigation:** A manager with sufficient experience and seniority will investigate.
- **Updates:** You will be kept informed throughout the process.
- **Timeframe:** We aim to conclude all investigations and provide a full written response within **28 working days**, unless otherwise agreed.
- **Outcome:** We will provide:
 - A summary of the findings
 - Actions taken
 - Proposed resolution

9. Time Limits

Please submit complaints as soon as possible, ideally within 12 months of the incident. Complaints beyond 12 months will be reviewed to assess whether a fair investigation is still possible.

10. Further Steps

If you are not satisfied with the outcome, you may escalate the complaint to:

Local Government and Social Care Ombudsman

PO Box 4771, Coventry, CV4 0EH

Tel: 0300 061 0614

Website: www.lgo.org.uk

Care Quality Commission (CQC)

Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Tel: 03000 616161

Website: www.cqc.org.uk

11. Safeguarding Concerns

If a complaint suggests abuse or potential harm, it will be treated as a safeguarding issue and escalated in line with our Safeguarding Policy and statutory obligations.

12. Learning and Improvement

All complaints will be reviewed to identify trends and opportunities for improvement. We commit to learning from feedback to enhance the quality of care and safety of our services.

NB: The Ombudsman will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.

4. The services of **House Of Caring Ltd** are registered with, and regulated by, the **Care Quality Commission (CQC)**. The CQC cannot get involved in individual complaints about providers but is happy to receive information about services at any time.

You can contact the CQC at:

Care Quality Commission National Correspondence

Care Quality Commission (CQC)

National Correspondence

Citygate, Gallowgate

Newcastle upon Tyne NE1 4PA

Tel: 03000 616161

Fax: 03000 616171

Website: www.cqc.org.uk

4.1 Complaints

House Of Caring Ltd understands complaints to be an expression of dissatisfaction requiring a response, communicated verbally, electronically, or in writing. Complaints may be made by any Service User, their family or advocate acting on their behalf, with their consent or in their best interests.

House Of Caring Ltd takes complaints seriously. We will aim to put things right that have gone wrong and learn lessons to avoid the problem happening again. This policy sets out the framework for how House Of Caring Ltd will achieve this. The detail of how House Of Caring Ltd will do this will be found in the associated procedures.

House Of Caring Ltd will comply with legislation, national guidelines, regulation and best practice when managing complaints and suggestions. A systematic approach will be taken with all aspects of complaints and suggestions.

Complaints made or concerns raised by staff will be addressed via the grievance process if the complaint or concern relates to them individually, or via the Whistleblowing procedure where a protected disclosure is made.

House Of Caring Ltd understands its statutory obligations in respect of the Duty of Candour and will ensure it follows the agreed policy and procedure.

4.2 Equality and Transparency

House Of Caring Ltd will ensure that its complaints and compliments process is fair and transparent and does not discriminate directly or indirectly because of the following:

- Age
- Being or becoming a transsexual/transgender person
- Being married or in a civil partnership
- Being pregnant or on maternity leave
- Disability
- Race including colour, nationality, ethnic or national origin
- Religion, belief or lack of religion/belief
- Sex
- Sexual orientation

The complainant will feel free to complain without fear of reprisal and will be treated with courtesy, respect and compassion. House Of Caring Ltd will ensure that the process for how to make a complaint and the feedback given to the complainant are provided in a way that meets the Accessible Information Standard and are in a format that the Service User can understand.

4.3 Seeking Views and Engaging with Service Users

House Of Caring Ltd will seek out opportunities to obtain feedback from Service Users and stakeholders. House Of Caring Ltd will act with sensitivity, integrity and professionalism by treating individuals who do complain or make a suggestion with

compassion, courtesy and respect. House Of Caring Ltd will protect the Service User's right to confidentiality. House Of Caring Ltd will ensure that alternative methods of communication are available so that the complaints and suggestions procedures are accessible for Service Users who experience difficulties with communication or whose first language is not English.

Staff will undertake training on how to manage complaints in line with their roles and responsibilities.

4.4 Distinguishing Concerns from Complaints

House Of Caring Ltd understands that it can be difficult to separate a complaint from a concern and, therefore, House Of Caring Ltd will follow this policy when there is any dissatisfaction with the service.

4.5 Record of Complaints

A full record will be held of all complaints received regardless of the level of seriousness and means of communication. This approach allows an open and transparent culture around raising concerns in the earliest stage to allow resolution. A record of the complaint will also be held in the Service User's Care file and will be reported in line with contractual or regulatory requirements.

4.6 Safeguarding Concerns

Where a complaint or concern is raised that relates to a Service User being harmed or likely to be harmed, House Of Caring Ltd will follow its Safeguarding Policy and Procedures in addition to the complaints procedures, seeking advice and guidance from the Royal Borough of Windsor and Maidenhead Safeguarding Adults Team and escalating concerns in line with Royal Borough of Windsor and Maidenhead procedure. House Of Caring Ltd will also notify the CQC in line with its statutory duty.

4.7 Roles and Responsibilities

All Staff

It is acknowledged that all staff working within House Of Caring Ltd may be presented with an individual wishing to raise a concern or complaint at any time. Therefore, staff need to be able to manage this in a sensitive, structured and timely manner. In order to do this, staff will:

- Be trained on induction and as a routine measure to ensure knowledge is embedded and refreshed around the complaints procedure
- Have access to the complaints procedure
- Be provided with the opportunity to reflect and learn from complaints as a means of developing and driving quality care

- Appreciate that any feedback from Service Users or their representatives that is of concern needs immediate resolution, where possible, to their satisfaction. Care Plans will be updated to reflect the planned changes to care and Annus Qureshi informed of the feedback. Failing to do this may result in a complaint
- Be clearly advised that, when presented with a complaint, swift escalation to management is necessary and that purposefully withholding or concealing concerns expressed by Service Users or their representatives may lead to disciplinary action

Management Team at House Of Caring Ltd

- The management team at House Of Caring Ltd is responsible for ensuring compliance with this policy, regulations, improvement planning and for having arrangements in place to provide relevant reports and information regarding complaints
- Annus Qureshi is the main point of contact for the receipt, investigation and management of complaints within House Of Caring Ltd. However, this may be delegated to a senior member of staff within House Of Caring Ltd who holds the experience, knowledge and competence to investigate and manage complaints
- House Of Caring Ltd will ensure the procedure for raising a complaint is accessible and displayed prominently in House Of Caring Ltd, on the website of House Of Caring Ltd and in Service User information and guides. Alternative languages and formats will be available on request

4.8 Compliments and Suggestions

House Of Caring Ltd welcomes compliments and suggestions and recognises their importance in celebrating and recognising the success of its service and opportunities for improvement. We will engage with a wide range of stakeholders in addition to Service Users to support service development and improvement. We will share feedback with our staff.

4.9 One Complaint, One Response

House Of Caring Ltd will follow the Local Government and Social Care Ombudsman best practice and, where Service Users are receiving services from more than one organisation, it will ensure they can make a complaint to anyone and be provided with a single response following a joint investigation.