



COMPLAINT PROCEDURE

OUR COMMITMENT TO THE RESIDENTS

is to respond to any complaints or queries about the service we provide in a manner that is prompt, courteous and sympathetic. Should you have a matter you would like to bring to our attention, please ask for the General Manager or the senior person on duty to assist you in the first instance.

Should you wish to familiarise yourself with the Elizabeth Finn Homes policy for dealing with complaints, please ask for a copy of this from the General Manager. A copy is also available in the Statement of Purpose located at the reception area of the Home. Alternatively, you can write to:

The Chief Executive
Elizabeth Finn Homes Limited
Hythe House
200 Shepherds Bush Road
London
W6 7NL
Telephone: 020 8834 9200

Once your complaint has been fully dealt with by Elizabeth Finn Homes Limited if you are not satisfied with the outcome you can refer your complaint to the **Local Government Ombudsman (LGO)** and ask for it to be reviewed. The LGO provides a free, independent service:

The LGO team can be contacted for information and advice or to register a complaint:

Telephone: 0330 061 0614
E-mail: advice@lgo.org.uk
Website: www.lgo.org.uk

The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Our service is 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)

Citygate
Gallowgate
Newcastle upon Tyne

NE1 4PA

Telephone: 03330 616161

Website: www.cqc.org.uk/contactus

POLICY FOR COMPLIMENTS AND COMPLAINTS

Your Views on Your Care:

If you have any compliments or complaints about your care and other services then we would like to hear both. Please address them verbally or in writing to the General Manager in the first instance.

Alternatively, you can write to the address below:

Chief Executive
Elizabeth Finn Homes Limited
Hythe House
200 Shepherds Bush Road
London
W6 7NL

We welcome your ideas for improving care in the Home – please pass them on to us.

REMEMBER THIS IS YOUR HOME

Our role is to enable you to live here as independently as possible

COMPLIMENTS AND COMPLAINTS POLICY



STATEMENT

We hope that your stay with us will be a long and very happy one and we will do everything possible to ensure that your wishes are met.

To receive acknowledgement that services are meeting residents' requirements assists in the smooth operation of the Home and acts as a morale booster for staff.

We know that despite all of our efforts that there may be occasions when you feel your concerns should be heard or a complaint should be made. Should this be the case our aims are to:

- Listen carefully to the concerns or complaint in a private and confidential manner.
- Investigate the concern/complaint fully, objectively and quickly.
- Allow the person voicing the concern or making the complaint to be advised in a formal manner of the results of the investigation.

PROCEDURE

If you or any of your relations/visitors have cause for concern, or a complaint about your care or accommodation, we would like you to inform us in the following way:

1. Firstly approach any member of staff who you feel could respond and help to rectify the problem. In most cases they will be able to provide you with an immediate verbal response & your complaint will be recorded using a verbal complaints form.
2. Alternatively, if you wish to discuss your concerns with the General Manager they will always be pleased to do so.
3. If you would prefer to make a formal written complaint, please address this in the first instance to the General Manager. Complaint forms are available at the Home.

STAGE 1: LOCAL RESOLUTION

That person will note your concerns/complaint on a form and register the complaint on the Complaints Register. It will be acknowledged verbally and in writing within 7 working days of its receipt. Your concerns/complaint will then be investigated.

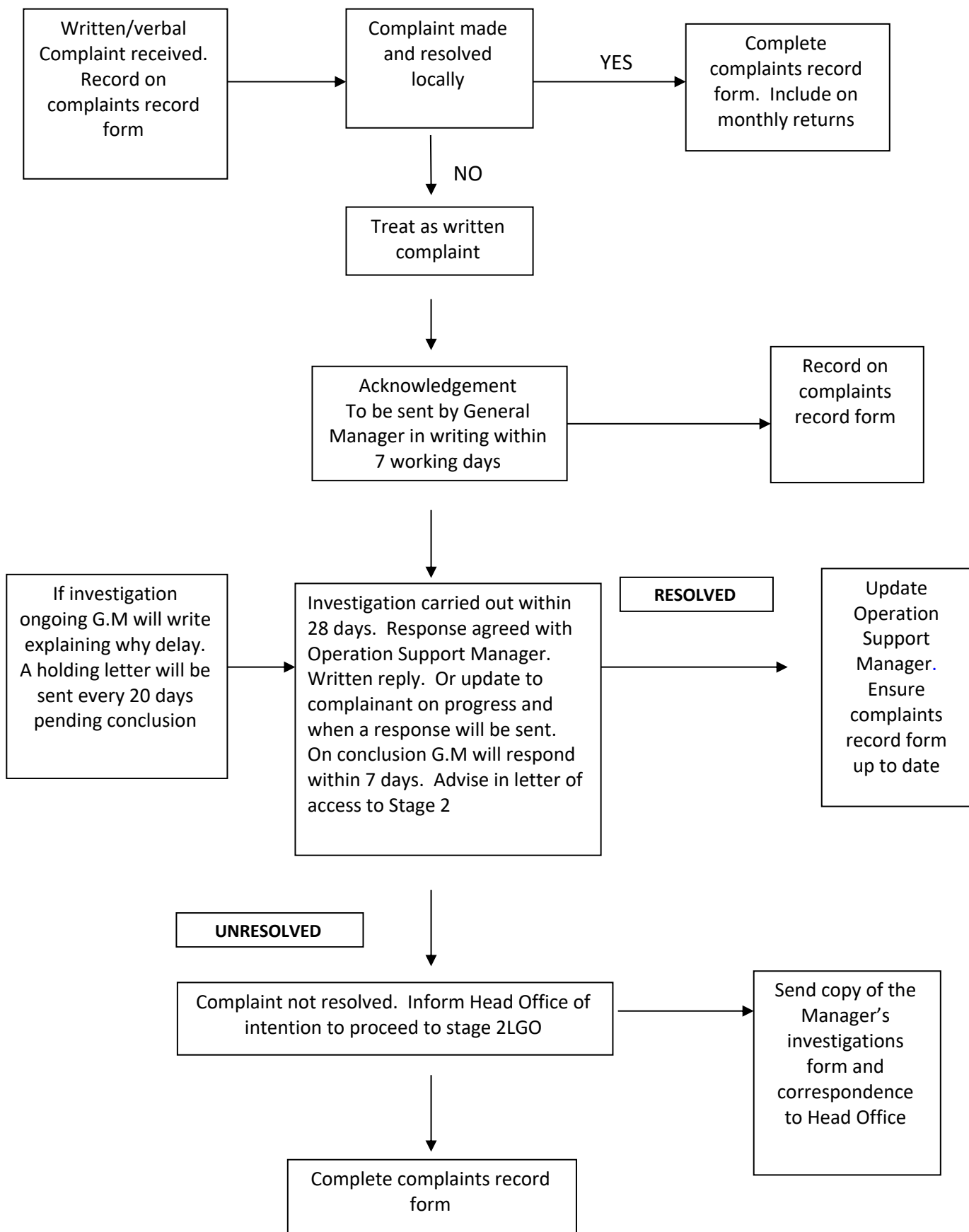
The General Manager should then send you a full written response within 28 working days from receipt of the complaint. Should the investigation be ongoing the General Manager will write to you explaining the reason for the delay. A full response should be received within 7 days of the General Manager reaching a conclusion.

Occasionally, investigations may take longer particularly if the complaint is complex. Should this be the case a holding letter should be sent every 20 working days pending a conclusion being reached.

The General Manager may ring you to talk to you about the complaint or may offer to meet you in order to resolve the complaint. This may involve using mediation (a third party). Should the complaint be about the General Manager then the complaint should be addressed to the Chief Executive of Elizabeth Finn Homes.

If the complaint has not been resolved to your satisfaction, the complaint should be referred to the LGO using the contact details above.

Complaints Procedure Flowchart Stage 1 Local Resolution



COMPLAINTS FORM



This complaints form is for use by a resident, relative, friend, visitor or a member of staff who wishes to tell us what has gone wrong. Please use additional sheets if required.

REFERENCE NO:

NAME OF PERSON MAKING THE COMPLAINT:

DATE: TIME:

ADDRESS:

.....

..... POST CODE:

TEL NO: HOME:

WORK:

If you are writing on behalf of a resident please write that person's name here:

NAME:

RELATIONSHIP TO RESIDENT:

HOME:

Are they aware that you are writing on their behalf? YES / NO

Please explain in your own words what went wrong. It would be useful to note any names, witnesses, dates, times, etc. If you are unable to complete this form yourself, a senior member of staff from the Home will assist or complete the form for you.

Please attach any supporting documents or letters that you feel are appropriate to the complaint.

DETAILS OF WHAT WENT WRONG / COMPLAINT:

ACTION TAKEN AND BY WHOM:

Print Name: Signature: Date:.....

FEEDBACK TO COMPLAINANT – Detailing if satisfactory outcome reached

Print Name: Signature: Date:.....

FURTHER ACTION/RECOMMENDATIONS (if necessary)

Print Name: Signature: Date:.....



Manager's Complaint Investigation Form

Ref No:	Date Received:	Final Response Due:
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Name of Complainant:	Home:
Name of Resident: (If not complainant)	Unit:

Key Issues to be investigated:

Outline in chronological order phone calls/meetings during the investigation of the complainant and attach any completed complaints/supporting forms:

Continued from previous page

Actions identified as a result of complaint. If no action required please state why e.g. complaint not upheld	Responsibility for taken action (named individual)	Timescale

Outcome of complaint

Satisfied

Further local Resolution

Request for LGO

General Manager's Signature: _____

Date: _____

Monthly Return Complaints and Compliments



Home:

Home Manager:

Month: _____

No. of Compliments	
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No. of complaints received from:

Head Office	
External Organisations	
Care Home	

No. of complaints handled by:

Chief Executive	
Operation Support Manager	
General Manager	
External Organisation	
Third party	

No. of outstanding complaints	
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No. of resolved complaints:

Upheld	
Partially upheld	
Not upheld	
Not able to come to a conclusion	
Referred to LGO	

Complaint category:

Activities	
Attitude	
Care	
Catering	
Cleanliness	
Communication	
External Agencies	
Financial	
Laundry	
Lost property	
Privacy & dignity	
Other (please enter below)	

Signature of General Manager _____ Date _____

This return is to be completed on the last day of the month and sent to the Operation support manager. If you have received any suggestions attach a copy with this return.

VERBAL COMMENTS FORM



Name of resident:

Name of person making the comment/complaint (if different to resident) and relationship to resident:

Name: Relationship to resident:

Details of the comment/complaint and resolution:

Signed..... (Complainant) Date:

Signed..... (Staff member) Date: