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## Complaints handling policy



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## **Introduction**

Enhance strive to provide high quality services that are safe and effective, should we not meet this, we are committed to resolving issues or concerns about the service to ensure the patient is satisfied.

We believe that we are able to learn from all complaints and continually improve the quality of the care and service that we deliver.

This policy outlines the commitment to treat all complaints and concerns about the service provided. Information about the complaint process is available to all patients so that are able to raise any concerns.

The policy applies to complaints made against services or staff at Enhance and those against independent health practitioners **with practice and privileges rights at the location.**

## **Purpose**

The purpose of the policy is to:

1. Establish a clear process within complaints so that they can be managed and properly investigated in a non-judgemental, appropriate and timely manner.
2. To enable staff at Enhance to sympathetically manage complaints at a local level
3. Ensure that patients know how to complain
4. Ensure that patients feel confident that their complaint will be dealt with seriously, investigated appropriately and findings will be learned from.
5. Compliance with this policy will ensure that patients will meet the standards of the:
  - Regulations of the Healthcare and Social care Act 2008 (regulated activities) Regulations 2014
  - Independent sector code of practice management of patient complaints.

## **Roles and responsibilities**

The Registered manager is responsible for investigating complaints

## **Who can make a complaint?**

A complaint can be made by a person who has directly been affected by an omission or action.

A complaint can be made on behalf of a person following them using the service.

### **How can a complaint be made?**

A complaint can be made by:

1. By telephone or in person and made verbally. In any case a written record of the complaint that describes the issues requiring investigation must be kept. This must be agreed with the complaint and ideally signed.
2. In writing either by email or by letter. This should be addressed to the registered manager **or the complaints manager-Roz Lee**.

### **Complaints process**

There is a two-stage process:

#### **Stage 1 Local Resolution**

A complaint made at the facility within 6 months of the event, or as soon as the incident, occurs.

A written acknowledgement will be provided by **7** working days of receipt of the complaint, unless the full response can be sent within 28 days.

Enhance will offer to discuss the complaint at a time agreed with the patient, either by telephone, face to face meeting, letters or e-mail. Roz Lee will inform the patient about how the complaint will be handled and the likely time that the investigation will take to be completed. If they do not wish to discuss the complaint, we will still inform them of the expected timescale for completing the process.

The overall process for the final response should be completed **within three months of receiving the complaint**.

#### **Written response**

If the complainant wishes to receive a written response it should address the matter, acknowledging all points raised by the complainant. The response will include an explanation of how the complaint has been considered, the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action and any actions taken or will be taking as a result of the complaint.

The complainant should be informed at the end of the letter how to access the next stage of the complaints process if the complainant remains unhappy.

### **Stage 2 – independent review**

If the complainant is dissatisfied they should have the option to escalate their complaint to the independent sector complaints adjudication service (ISCAS) Complaints to ISCAS should be in writing within 6 months of the final response letter received at stage 1.

### **Recording complaints**

The complaint will be kept on file/ database and maintained to include all details of the investigation and outcome by the registered manager  
**Roz Lee** will hold a comprehensive record of any investigations including correspondence such as emails, letters and telephone discussions with time and date stamps where possible.

### **Learning from complaints**

The objective of the complaints procedure is not to apportion blame but to investigate the complaint with the aim to satisfy the complainant and learn from lessons for improvements in delivering a safe and responsive service.

Recommendations made as a result of the investigation or any findings made by the registered manager should be addressed accordingly.