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# Complaints Policy

### Policy

- It is the policy of Carricks Brook that we encourage staff, residents and their families to use the complaints/concerns procedure to its fullest.
- Complaints and concerns are analysed, recorded, reported and lessons learnt are put into practice.

### What is the complaints procedure for?

The complaints procedure is there to help us improve the service we provide. You should use the complaints procedure to tell us about any aspect of the service with which you are unhappy, or feel could be improved.



### Who can make a complaint?

**Anyone can use the complaints procedure to make a complaint: residents, staff, visitors, relatives and health professionals.**

However, staff employed by Carricks Brook should use the Company's internal Grievance Procedure, should they wish to complain about another member of staff.



### How to make a complaint:

You can make a complaint in writing (by letter or email) or verbally (by telephone or in person). Carricks Brook has a complaints form which you can use if you wish. There are two different types of complaint: formal and informal.

Informal complaints are usually minor. We would encourage you in the first instance to speak directly with the Team Leader in charge, who may be able to resolve the complaint immediately. Informal complaints are not usually recorded

Formal complaints should be directed to the Registered Manager, although you may wish to ask a member of staff to help or forward a complaint on your behalf.



## What can you expect to happen now?



All formal complaints are dealt with by the Registered Manager.

All complaints will be acknowledged within three working days, and an acknowledgement letter provided to include who will investigate.

We aim to respond in writing to formal complaints within 28 working days. The response will include information about any action taken as a result of your complaint.

A complaint must be made no later than 12 months after the date that the event occurred. The time limit will not apply if Carricks Brook is satisfied that the complainant can give good reason for not making the complaint within that time limit and, despite the delay, it is still possible to investigate the complaint effectively and fairly.

Anonymous complaints will be investigated. However, being anonymous, this may hinder the investigation or make it impossible to come to a positive conclusion.

### **We will only accept complaints from a representative under the following conditions:**

1. where we know that the resident has consented, either verbally or in writing; or
2. where the service user cannot complain unaided and cannot give consent because they lack capacity within the meaning of the Mental Capacity Act 2005; and
3. the representative is acting in the resident's best interests, for example, where the matter complained about, if true, would be detrimental to the resident.

If you are unhappy with the response you receive, or if your complaint concerns the Registered Manager, we would encourage you to contact the Directors of Carricks Brook to investigate your complaint.

If you are still unhappy, then you should contact the Care Quality Commission, our external regulator, or the Local Government Ombudsman (LGO); this is a free, independent service.

### **Contact Information**

The Registered Manager	Mr M Derrick – Director	South East Region
Carrick Brook	Willingford House	CQC
Carricks Hill	Forge Lane	Citygate
Dallington	Dallington	Gallowgate
East Sussex	East Sussex	Newcastle Upon Tyne
TN21 9JL	TN21 9JJ	NE1 4PA
01435 831179	01435 882940	03000 616161
<a href="mailto:tocallaghan@carricksbrook.co.uk">tocallaghan@carricksbrook.co.uk</a>	<a href="mailto:mderrick@oakdownhouse.co.uk">mderrick@oakdownhouse.co.uk</a>	

#### LGO Advice Team

Telephone: 0300 061 0614  
Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)  
Website: [www.lgo.org.uk](http://www.lgo.org.uk)

This procedure can be made available on request in other languages, and in other formats such as cassette and Braille.

# HELP - I NEED TO COMPLAIN!



- **What about?**

You can complain about anything which you are not happy about. This could be everyday things like meals, noise, not being able to choose, poor service; to very important things like staff being unkind, someone you are afraid of, being hurt or upset by others.



- **Who should I tell?**

You can talk to your **key worker**, or any member of **staff** about your complaint. All complaints will be passed on to **Tina**, the manager, who will make sure your complaint is looked in to.



1. **Who else can help me?**

If you need help from outside Carricks Brook, you could speak to your **family**, a **visitor** you know, your care manager, any other professional you may see or an **Inspector**. You could talk to them when they visit Carricks Brook, phone them yourself, or ask someone to help you make a phone call or write a letter.

You may want to contact a local advocacy service; these are people who do not work at Carricks Brook. You can find their telephone number on the notice board.

### **1. What will happen next?**

We take all complaints very seriously. If we need to, we will ask for help from outside to look into your complaint. We will talk to you every day, keeping you up-to-date with any news about your complaint, until you are happy there is no longer a problem.



- **People who can help:**

Tina O'Callaghan – Telephone 01435 831179

Michael Derrick – Telephone 01435 882940

The Inspector – Telephone 03000 616161

Local Government Ombudsman – Telephone 0300 061 0614

## Carricks Brook - Complaints Form

Complaint made by whom?

Date received:

Complaint recorded by:

Signature of person recording complaint:

Describe the complaint OR attach complaint, if written.

Any actions already taken:

Do these actions appear to have resolved the complaint and satisfied the complainant? (Yes / No)

If the immediate actions have not solved the problem who is taking, or will take, further action?

Describe further actions taken to resolve the complaint:

Have the actions taken been communicated to the complainant?	
Can the complaint now be considered to be resolved?	
Are there implications for staff training?	
Name of person completing this report:	Date of completion:
Signature of person completing this report:	