



## Complaints, Comments and Compliments Policy

### 1 Policy Statement

- 1.1 Comments, compliments and complaints are important to us as EnhanceAble wants to provide the best possible services. We think that we do this most of the time.

There may be times when you feel that something has been really good and people want to tell us; but there may be times when things go wrong and people feel unhappy. If this happens, we want to hear about it so that we can try to put things right.

- 1.2 Colleagues should not see complaints as a bad thing. If we deal with a complaint properly, it can be a way for both service users and staff to have a say in what happens and make sure that the service is working well and that we work to high standards.
- 1.3 This procedure is for service users and members of the public and applies to all areas of our work.

### 2 Why is it important to have a Comments, Compliments and Complaints Procedure?

- 2.1 To show that everybody has the right to comment or complain about our services and that his or her views will be listened to and valued.
- 2.2 To make it easy for people to make a comment or complaint about the service.
- 2.3 To make sure that complaints are dealt with properly and fairly.
- 2.4 To make sure that you get a quick reply to your comment or complaint.
- 2.5 To make sure that, as far as possible, the service meets the needs of service users.

### 3 How can you make a comment or complaint?

- 3.1 The first thing is to decide whether the complaint is formal or informal.

- 3.2 Usually, talking to the person involved, or the Manager of the service, can easily sort out a comment or complaint. This is called dealing with a complaint **informally**.
- 3.3 If your complaint cannot be sorted out in this way, informally, and the person is still unhappy then they may wish to make a **formal** complaint.
- 3.4 We keep records of all complaints; this to make sure that EnhanceAble can keep an eye on them and check that they are being dealt with properly.

#### **4 First Stage**

- 4.1 If people feel unhappy after making an informal complaint, they can decide to make your complaint **formal**.
- 4.2 They can do this in a number of ways:
- They can fill in a Formal Comments and Complaints form (“Complaints Form”), which is attached or
  - They can make your make an audio complaint using any device.
  - They can ask someone to write their complaint down for them
  - They can Write a letter
- 4.3 Service users can ask the Manager of the service to fill in the form for them. Someone from the Advocacy Service, the Citizen’s Advice Bureau, a friend, a member of your family or your Care Manager may also help a served user to make a complaint.
- 4.4 If the complaint is about a Manager, the complaint should be sent or given to the CEO.
- 4.5 If the complaint is about the CEO it should be sent to the Chair of Enhanceable.
- 4.6 EnhanceAble staff should not speak on behalf of service users when they make a complaint, as there could be a conflict of interest. However, staff can help to find someone who could act as an advocate for service users.
- 4.7 A copy of the complaint should be given Manager of the service.
- 4.8 Complaints will be acknowledged within 3 working days.

- 4.9 The Manager will send a copy of the complaint to the Chief Executive Officer (CEO).
- 4.10 EnhanceAble will keep details of complaints on a special form (a Comments and Complaints Monitoring Form) to make sure that we have details of complaints and to see how it was dealt with at each stage.
- 4.11 The Manager will meet the person within 10 working days of receiving the complaint. If this is not possible, he or she will explain why and arrange a suitable date with the person.
- 4.12 The Manager will try to sort out the issue as soon as possible. Sometimes a Manager from another part of Enhanceable may be asked to look at the complaint.

Once the complaint has been looked into, the Manager will meet with the person again to let them know how the matter has been dealt with. This should take place after another 10 working days.

Where this is not possible the manger will contact the person and explain why this is the case.

- 4.13 For reasons of confidentiality we may not be able to tell the person making the complaint how we have dealt with a member of staff or another service user.

## **5 Second Stage**

- 5.1 Where people remain unhappy because they feel that their issue is still not sorted out. They are able to escalate their complaint to the CEO.
- 5.2 The CEO will write to the person to say that they have the complaint within 3 working days.
- 5.3 The CEO will meet with the person within 15 working days of receiving the complaint. If this is not possible for any reason (one or other of you could be on holiday), the CEO will set another date with the person making the complaint.
- 5.4 The CEO will try to sort out the issue as soon as possible. A manager from another service may be asked to look into the complaint unless this has already happened (see 4.14 above).

- 5.5 The CEO will arrange to meet with the person making the complaint within another 15 days to let them know how the issue has been dealt with.

We may not be able to tell the person making the complaint how we have dealt with a member of staff or a service user as this could break confidentiality.

## **6 Third Stage**

- 6.1 Where the person making the complaint remains unhappy they can escalate their complaint to stage three of this procedure. Stage 3 complaints will be managed by the chair of the Trustees.
- 6.2 A panel of 2 Enhanceable trustees will then hear the complaint within 20 working days of the Chair receiving the complaint. If it is not possible to have the panel meeting within 20 working days, a later date will be arranged with the person.
- 6.3 The person making the complaint will be welcome to come to the meeting. They can bring an advocate, if you wish.
- 6.4 The panel will make a decision based on what they hear from everyone.
- 6.5 The Chair will let everyone know the decision made at the meeting within 10 working days.

## **7 Additional Information**

- 7.1 The relevant Manager will always try to deal with comments or complaints, but there may be times when this is not possible. There may be times when your complaint goes straight to the CEO.
- 7.2 In the absence of the Chief Executive, the Chair (or in his or absence, the Vice-Chair) will deal with the complaint.
- 7.3 Users of Space and EnhanceAble Living can also contact the Care Quality Commission if they do not feel happy with the result of a complaint.
- 7.4 Users of The Croft can also contact Ofsted if they do not feel happy with the result of a complaint.

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- 7.5 If your comment or complaint is very serious, this procedure may be put on hold whilst a more suitable procedure, such as the grievance or disciplinary procedure or even contacting the Police, is followed.

## **8. Governance & Review**

This procedure will be reviewed every two years by the CEO. EnhanceAble's trustees will be made aware of any changes to this policy.



## Formal Comments and Complaints Form

If you have already passed on your comment or complaint to a member of staff and you are still not happy, you may use this form to make a formal comment or complaint.

Please give the form to the Unit Manager or, in their absence, the Chief Executive Officer. A copy will be forwarded to the Chief Executive Officer in all cases. The Chair of the Board of Trustees will be informed of all formal complaints.

Your name
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Your address
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Daytime phone number	Evening phone number
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What is your comment or complaint? <i>(please continue on the back of this form if necessary).</i>
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What do you think we should do to sort out your problem?

Have you already spoken to a staff member about your complaint? Yes....No...

If yes, to whom did you speak, and when?

What did they do about your comment or complaint?