



COMPLAINTS, COMMENTS, CONCERNS AND COMPLIMENTS

Overview

We aim to settle all concerns or complaints received thoroughly and satisfactorily. It may be resolved by way of an apology, providing the service required or by providing an acceptable explanation of the circumstances after investigation.

Helping Hands has a number of methods that complainants can use to register a complaint or concern with our company.

Email: complaints@helpinghands.co.uk

Letter: Quality Assurance, Helping Hands Home Care, Arrow House, 8-9 Church Street, Alcester, Warwickshire, B49 5AJ

Website: <http://www.helpinghandshomecare.co.uk/customer-complaints/>

Telephone: 01789 762121

In person: Helping Hands Home Care, Arrow House, 8-9 Church Street, Alcester, Warwickshire, B49 5AJ

Stage 1

All complaints and concerns received will be registered on our system and a reference number will be provided to the complainant.

All complaints and concerns will be acknowledged within one working day of receipt, unless the complaint is made verbally, in which case, it will be acknowledged immediately.

All complaints registered will be responded to in full by the investigator within 20 working days from the date of receipt. Occasionally, investigations may take longer, particularly if the complaint is complex. Should this be the case a holding letter will be sent after 20 working days and a final date given for a conclusion.

All complaints and concerns registered with Helping Hands will be investigated by the appropriate Area Manager.

A full response will be provided to the complainant, which will include a full explanation of events, apologies and any remedial action taken as a result of the receipt of the complaint or concern.

Should the complainant, remain dissatisfied with the resolution provided, they may instigate stage 2, as detailed below.



Stage 2

Further investigation will be undertaken by the appropriate departmental manager and responded to in full by the investigator within 20 working days from the date of receipt of the complaint.

The investigator may need to contact the complainant to clarify the concerns, conduct an investigation and explore resolution. The complainant will receive written confirmation of the outcome of any investigation within 20 working days of receipt of the appeal together with any recommendations/ remedies made, such as, staff development and training, reviewing of procedures or appropriate improvement to our services. The outcome should not refer to any individual employees or groups of employees.

Occasionally, investigations may take longer, particularly if the complaint is complex. Should this be the case a holding letter will be sent after 20 working days and a final date given for a conclusion. If an individual remains dissatisfied with the outcome from Stage 2 they can request an independent review within 14 working days of the date of the outcome letter and progress to Stage 3.

Stage 3

The Senior Quality Assurance Manager or Director will review the Stage 2 investigation and recommend one of the following actions, within 20 working days:

1. Uphold the action taken at Stage 2 and provide details for the Local Ombudsman
2. Implement changes to the Stage 2 recommendations/actions

Receipt of anonymous complaints or concerns

Complaints and concerns received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation and we will be unable to provide the complaint with a full outcome.

Compliments and Comments

Helping Hands has a number of methods that can be used to register a compliment or comment with our company.

Email: complaints@helpinghands.co.uk

Letter: Quality Assurance, Helping Hands Home Care, Arrow House, 8-9 Church Street, Alcester, Warwickshire, B49 5AJ

Website: <http://www.helpinghandshomecare.co.uk/customer-support-form/>

Telephone: 01789 762121

In person: Helping Hands Home Care, Arrow House, 8-9 Church Street, Alcester, Warwickshire, B49 5AJ



Data Protection

To process a complaint, we will hold personal data about the complainant, which the individual provides and which other people give in response to any investigations completed with regards to the said complaint. We will hold this data securely in accordance with Data Protective Act 1998 and only use it to help address the complaint.

The identity of the person making the complaint will only be made known to those who need to consider the complaint and will not be revealed to other people or made public. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applies or allegations are made which involve the conduct of third parties.

Under the Data Protection Act 1998, individuals have a right to obtain a copy of their personal data. However, there are expectations to this right. We will normally destroy compliments and complaint files in a secure manner 6 years after the compliment has been made or the complaint closed.

Monitoring

Compliments and complaints are an important tool which, alongside data provided by employee exit interviews and customer feedback, will allow us to learn more about the services we provide. They offer a useful source of information about how individuals see our services and how we are serving them. To ensure we can learn from compliments and complaints, the following data will be collected:

Compliments/Comments

- Name and address
- Nature of the compliment
- Date of the compliment
- Action(s) taken/ recommendations made in response to the compliment, if appropriate.

Complaints

- Name and address
- Nature of the complaint
- Date of the complaint
- Action(s) taken/ recommendations made in response to the complaint, if appropriate.
- Lessons learnt

Complaint, comments, concerns and compliment information will be considered on a monthly basis by the Clinical Governance & Continuous Improvement Committee and wherever possible the data will be used to improve and develop the service.