

Complaints Management

Presented by Kam Bhangal
Adult Care Services



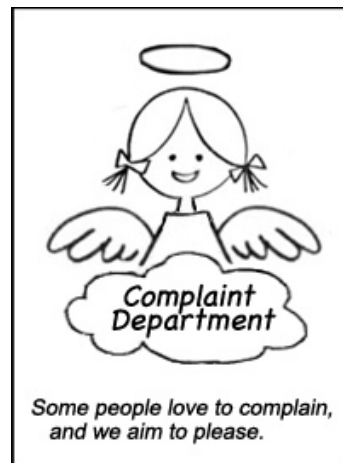
Adult Care Services Compliments & Complaints Kam Bhangal (Complaints Manager)



Complaints Team



- Kam Bhangal – Complaints Manager
 - Paul Davies – Complaints Officer
 - Neuza Mendonça – Senior Support Officer
 - Alison Lock – Support Officer
 - Christine Trundell – Support Officer (temp)



- Complaints can be made in various ways – face to face, telephone, email, letter or filling in a complaints form.
- Our working definition of a complaint is
"an expression of dissatisfaction about a service or the way they have been treated, requiring a response/action to be taken with a desired outcome".
- Complaints can be made about any services / issues within Adult Care Services including :
 - >Standard/Quality of service
 - >Failure to provide a service
 - >Staff Behaviour / attitude
 - >Inadequate Information given
 - >Management Decision
 - >Timeliness of service



- Performance Indicators

What's not a complaint!



Matters for which there is a formal right of appeal through an Independent Review process cannot be considered under the Complaints Procedure:

- Complaints more than 12 months old!
- Legal/Court proceedings
- Appeals process
- No automatic right to complaint (best interest – see case study prompts)
- Safeguarding
- Council Policies
- Care Home and Provider complaints (MUST exhaust provider process first, unless concerns regarding safeguarding)
- Staff disciplinary

Process:

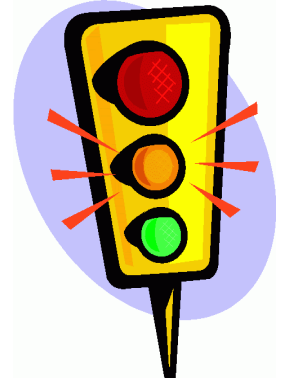


- Compliments
- Informal complaints (record kept for learning)
- Formal Investigation
- Joint Complaints with Partners
- Senior Manager Review (SMR)
- Local Government Ombudsman (External/Final)

Complaints Management

Refer to Risk Matrix!

- Check **consent/Joint** with Partners
- Acknowledge the complaint
- verbally/writing
- Deal with the issues raised and respond within agreed timescales
- Keep a record for trends and learning
- Information may be needed at later
- Consider/offer **Advocacy**
- Aim to resolve in **2 weeks** (10wds) in full and no more than **5 weeks** (25wds)



Points for consideration: 1



- Managers must take ownership of their complaints.
- **Consent must be obtained before sharing!**
- Investigate thoroughly at 1st point of contact to avoid escalation.
- Contact the complainant to agree and confirm actions and timescales.
- Keep records updated of progress.
- **Stick to agreed timescales!**
- HCC Commissioning Team to be informed of any unresolved complaints.

Points for consideration: 2



- Complaints from HCC to Providers:
- Contact the Complaints Manager/Team on complex cases.
- Complaints from HCC must be responded to within the set agreed timescales.
- Ownership must be taken at a senior level.
- Keep HCC updated of progress at all times.
- Implement learning and changes to service delivery and inform HCC/Complaints Manager of changes resulting from complaints.

Local Government Ombud (LGO)



- External/Independent/Final
- LGO will review our handling of the complaint and any injustice
- If fault is found the LGO may make recommendations:
 - Outcomes: Financial compensation/Apologies/ Reconsider decisions made/Improve procedures etc....
 - £200 – 500 compensation for delays in responding!
- Learning Action Plan – learning must be identified and evidenced forward to LGO

Data Protection Act



- Complainant's **right to view** information held on them within 40 days of request
- **Maintain accurate/up to date records**
- **Complainant may view your notes/emails**
- Offence to delete/amend data once requested
- Client's **right to compensation** if DPA is breached
- Consent/Sharing/Circulation/Peer checking/secure emails
- Breach – inform the DPA team for advice

Questions & Feedback

