

Plan with Care Complaints Policy

We take all complaints extremely seriously. Our intention is both to rectify the situation to maintain the well-being of everyone involved as best as possible, and to take the learning from the situation, and improve how we work in the future.

The person to whom complaints should be made is Jo March, Registered Manager

Procedure to follow in the event of a complaint

Who to complain to

Complaints may be made to Jo March, Registered Manager either by email, in writing, by telephone, or verbally, who will initialise an investigation.

manager@planwithcare.co.uk

The Workshop
32-40 Tontine St
Folkestone
CT20 1JU
01303 764576

If the complaint is in relation to our Registered Manager, the complaint should be directed to one of the Directors. Their details can be found at <https://www.planwithcare.co.uk/about-us> and be emailed at directors@planwithcare.co.uk or written to at the company address.

What happens next

We will resolve your complaint as quickly as possible and advise you of the outcome of our investigation. We aim to resolve minor complaints in 24 hours, others usually in no more than 14 days, unless the nature of the investigation requires more time. If more time is required, then the company will discuss and agree this with the person making the complaint.

At any time, clients have the right to take their complaint to the regulatory body. For full details of how to refer your complaint to the CQC or Local Government Ombudsman see the information below.

Care Quality Commission

Tel: 03000 616161

<https://www.cqc.org.uk/contact-us/how-complain/complain-about-service-or-provider>

Local Government and Social Care Ombudsman

Tel: 0300 061 0614

<https://www.lgo.org.uk/how-to-complain>

Complaints received about any aspect of the performance of a member of our team will be notified to the employee promptly and fully and we will work with all people involved in a partnership approach in an effort to resolve any issues.

The company reserves the right to remove any member of the team from a client's package of care if it is deemed necessary by either the client or the company.

Backgrounds and principles of complaints handling

The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Regulation 16: Receiving and Acting on Complaints, requires care providers to have an effective system to identify, receive, handle and respond appropriately to complaints and comments made by clients, or persons acting on their behalf, and others involved with the service.

Regulation 16 is one of the fundamental standards with which providers must comply to meet their registration requirements. It states the following.

Any complaint received must be investigated and necessary and proportionate action must be taken in response to any failure identified by the complaint or investigation.

The registered person must establish and effectively operate an accessible system for identifying, receiving, recording, handling and responding to complaints by clients and other persons in relation to the carrying on of the regulated activity.

The registered person must provide to the Commission, when requested to do so and by no later than 28 days beginning on the day after receipt of the request, a summary of:

1. Complaints made under such complaints system.
2. Responses made by the registered person to such complaints and any further correspondence with the complainants in relation to such complaints.
3. Any other relevant information in relation to such complaints as the Commission may request.

To be compliant with this regulation, Plan with Care will:

1. Bring the complaints system to the attention of clients and people acting on their behalf in a suitable manner and format.
2. Facilitate the making of complaints when one is being made.
3. Acknowledge and investigate all verbal and written complaints and (where relevant), work with other services where the complaint is of a joint nature to address the issues raised.
4. Ensure that clients have access to and the help of an independent advocacy service, which they might need to make a complaint where they lack the capacity or means to make the complaint without such assistance; an advocate can assist the person at all stages in the complaints process (see also the separate policy on Advocacy).

Where appropriate, Plan with Care will also refer users to the guidance published by the Care Quality Commission (CQC), How to Complain About a Health or Social Care Service.

Plan with Care works on the principle that if a client or anyone who acts in their best interests wishes to make a complaint or register a concern they should find it easy to do so. It is the company's policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by Supported Individuals and their relatives and carers are taken seriously.

Our complaints procedure is available to anyone who has a complaint about any aspect of our service.

Plan with Care has an established Client Feedback Process in which clients are contacted on an ongoing basis to establish their level of satisfaction with the care they are receiving from the company. All responses are electronically recorded.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is not the same as the disciplinary policy. However, Plan with Care understands that failure to listen to or acknowledge complaints could lead to an aggravation of problems, client dissatisfaction and possible litigation.

Plan with Care supports the principle that most complaints, if dealt with early, openly and honestly, can be sorted at a local level, i.e. between the complainant and the company. If this fails due to the complainant being dissatisfied with the result, Plan with Care respects the right of the complainant to take the complaint to the next stage by seeking a review with the relevant reviewing body of how the complaint was addressed.

The aim is always to make sure that the complaints procedure is properly and effectively implemented and that clients feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

Principles of Complaints Handling

Clients, their representatives and carers are always made aware of how to complain by having copies of the complaint's procedure included in the information given to clients and the complaints procedure explained to them at the initial needs assessment in line with their communication needs.

Clients, their representatives and carers are always made aware that Plan with Care provides easy-to-use opportunities for them to register their complaints.

1. A named person is always responsible for the administration of the procedure.
2. Every written complaint is acknowledged within two to three working days.
3. Investigations into written complaints are held within 28 days.
4. All complaints are responded to in writing by a senior member of the team.

Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to clients and those against whom the complaint has been made.

Plan with Care recognises national guidance on complaints handling, which uses a three-stage (two stages for some self-funding service users) model of:

1. Local resolution.
2. Complaints review.
3. Independent external adjudication by Local Government and Social Care Ombudsman (LGSCO), Health Service Ombudsman or through the Independent Healthcare Advisory Services (IHAS).

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Reviewed by:	Chris Gage