

## **COMPLAINTS PROCEDURE**

The majority of issues raised by residents or their advocates are, in the first instance, often concerns rather than complaints. We are committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow our formal complaints procedure. For us to be able to investigate a complaint, it needs to be made within one year of the incident occurring. If a complaint is older than a year then it will not be investigated.

The primary aim of our policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious or scurrilous complaints may incur appropriate action by the Service.

The following details outline the stages that can be used to resolve complaints.

### **Our Complaints Policy has four main stages.**

In summary they are as follows: -

- Stage 1 – A concern is raised informally with the senior staff member on duty.
- Stage 2 – Formal complaint is heard by the Registered Manager.
- Stage 3 – Complaint is heard by the Responsible Individual for the Service.
- Stage 4 – Complaint is referred to the Care Quality Commission

### **Stage 1 – Raising a concern**

Concerns can be raised with us at any time and will often generate an immediate response, which will hopefully resolve the concern. We request that the individual or their advocate make their first contact with the senior staff member on duty at the time that the complaint is found. On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within a day or two. The majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at stage 1, please escalate your complaint to stage 2.

### **Stage 2 – Complaint heard by the Registered Manager**

Formal complaints shall be put in writing and addressed to The Registered Manager, Springfield Health Services Limited, Prinsted Care Home, Prinsted Lane, Prinsted, Emsworth, Hampshire PO10 8HR. The complaint will be logged, including the date it was received. The Service will normally acknowledge receipt of the complaint within 5 working days of receiving it. In many cases this response will also report on the action that the Service has taken to resolve the issue. Alternatively, a meeting may be convened to discuss the matter further. This meeting will normally take place within 10 working days of complaint acknowledgement. The aim will be to resolve the matter as speedily as possible. However, if you are not satisfied with the result at stage 2 please escalate your complaint to stage 3.

### **Stage 3 – Appeal heard by the Responsible Individual for the Service**

If the matter has not been resolved at Stage 2, then you should write to the Responsible Individual for the Service giving details of the complaint. Please address your complaint to Mr Matthew Bennett, Springfield Health Services Limited, 5A Frascati Way, Maidenhead, Berkshire SL6 4UY. Mr Bennett will convene a complaints panel. The hearing will normally take place within 10 working days of the receipt of the written request for Stage 3 investigation.

The aim of the Appeal hearing is to impartially resolve the complaint and to achieve reconciliation between the Service and the complainant. All parties will be notified of the decision in writing within three working days after the date of the hearing. The letter will also contain what you need to do if you wish to take the matter further.

**The appeal hearing is the last service-based stage of the complaints process.**

### **Stage 4 – Complaint referred to The Care Quality Commission**

If the matter has not been resolved at Stage 3, then you should write to the CQC

CQC National Customer Service Centre  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA-

**Telephone: 03000 616161**

**Fax: 03000 616171**

### **Stage 5 - Ombudsman**

If you are unhappy with the way your complaint has been handled or you feel it remains unresolved after all of the above steps, please contact:-

Local Government and Social Care Ombudsman  
53-55 Butts Road  
Coventry  
CV1 3BH

**Tel. 0300 061 0614**