



COMPLAINTS POLICY

1 Policy Statement

The Enable Group believe that if a service user or any other person wishes to make a complaint, pass on a compliment or register a concern they should find it easy to do so. It is our policy to welcome feedback and look upon it as an opportunity to learn, adapt, and constantly improve our services. This policy is intended to ensure that written or verbal complaints are dealt with properly and that all complaints or comments by staff, service users, their relatives, carers, advocates or other agencies are taken seriously.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is not part of the Disciplinary policy of the Enable Group and is viewed as an essential part of our Quality Assurance System.

The Enable Group believes that failure to listen to or acknowledge complaints will lead to an aggravation of problems, service user dissatisfaction and possible litigation. We support the concept that most complaints however submitted, if dealt with early, openly and honestly, can be sorted at a local level between just the complainant and the organisation. If this fails due to either the complainant or the

organisation being dissatisfied with the result, the complaint will be referred to the appropriate referral agency and legal advice will be taken as necessary.

The Enable Group complaints policy and procedure is in accordance with CQC (Care Quality Commission) Regulations 2009.

2 Aim

The aim of the Enable Group is to ensure that their complaints procedure is properly and effectively implemented and that staff, service users, advocates and carers feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

3 Procedure

3.1 The Enable Group believes that wherever possible, complaints are best dealt with on a local level between the complainant and the organisation. If neither party is satisfied by the local process the case should be referred to the manager.

3.2 It is the intention of the Enable Group to ensure that:

- (a) Staff, carers, service users, their representatives and other agencies we deal with are aware of how to complain and are provided with easy to use opportunities to register their complaints
- (b) Senior Staff members have responsibility for the administration of the complaints procedure.

- (c) Receipt of every Initial written complaint should be acknowledged in writing within 5 working days
- (d) All initial complaints are investigated within 15 working days of being made
- (e) All complaints are investigated and outcomes provided in writing within 15 working days of receipt.
- (f) Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to both staff and service users.

3.3 The Executive Director is the named complaints manager with overall responsibility for following through all written complaints.

3.4 At any time during the complaints procedure complainants have the right to contact any of the contact details listed below:

Provision of Care Services:

CQC (Care Quality Commission)
National Correspondence
Citygate
Gallowgate
Newcastle Upon Tyne NE1 4PA
Tel: 03000616161

LGO (Local Government Ombudsman)
P O Box 4771
Coventry
CV4 0EH

Provision of Support Services:

Nottinghamshire County Council, County Hall, West
Bridgford, Nottingham NG2 7QP Tel: 0115 982 3823

Nottinghamshire: Supporting People Partnership in
Nottinghamshire, The Bungalow, 4 Dallas Street,
Mansfield, Notts, NG18 5SZ Tel: 01623 476894

Or

Derbyshire County Council, County Hall, Matlock DE4
3AG Tel: 01629 533190

Derbyshire: Supporting People Team, Social Services,
Derbyshire County Council Hall, Matlock, Derbyshire
DE4 3AG Tel: 01629 772086

Property or Tenancy Issues:

Housing Ombudsman, Norman House, 105-109 Strand,
London WC2R 0AA
Tel: 08457 12597