

Hales Group Health and Social Care Complaints Procedure

Hales Health and Social Care accept the rights of clients and advocates to make complaints and to register concerns about the services received. It further accepts that they should find it easy to do so. We welcome complaints and look upon them as opportunities to learn, adapt, improve and provide better services.

Hales Group aims to comply with the principles of good complaint handling (Parliamentary and Health Service Ombudsman, 2008). We ensure that our 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.

Specifically it aims to ensure that:

- Clients and their representatives are aware of how to complain
- A named person will be responsible for the administration of the procedure
- Complaints are dealt with promptly, fairly and sensitively, with due regard to the upset and worry that they can cause to both staff and clients.

PROCEDURE

A complaint may be made orally (telephone, in person), in writing or by email.

Hales Group acts on the basis that, wherever possible, complaints are best dealt with on a local level between the complainant and a Hales Group Branch Manager.

Should the complaint be of a serious nature, it should be directed to the HR Manager. They can be contacted at:

Post:

Kate Burgess
Hales Group Ltd
15 – 16 The Traverse
Bury St Edmunds
Suffolk
IP33 1BJ

Telephone: 01778 420690

Email: kate@halesgroup.co.uk

Where a complaint is made orally (in person or on the telephone) Hales Group will:

- make a written record of the complaint
- provide a copy of the written record within three working days

All complaints will be acknowledged within 3 working days and Hales Group will provide the complainant with the name of the person investigating the issues raised.

A complaint must be made no later than 12 months after:

- the date the event occurred or,
- if later, the date the event came to the notice of the complainant.

The time limit will not apply if Hales Group is satisfied that:

- the complainant can give a good reason for not making the complaint within that time limit, and
- despite the delay, it is still possible to investigate the complaint effectively and fairly.

All complaints will be investigated by a person with sufficient seniority to resolve the issues.

Complainants will receive, (so far as is reasonably practical):

- assistance to enable them to understand the complaint procedure
- advice on where they may obtain such assistance

Complainants will be kept informed, as far as reasonably practicable, about the progress of the investigation.

We will respond to all complaints in a timely manner. This will usually be 28 working days however due to business demands we cannot guarantee this.

All complaint investigations will be concluded within six months unless a different deadline is agreed with the complainant and there is a good reason for this.

Anonymous Complaints

We will investigate and respond to anonymous complaints. All anonymous complaints will be investigated by a person with sufficient seniority to resolve the issues.

Anonymous complainants will receive (so far as is reasonably practical):

- assistance to enable them to understand the complaint procedure, and
- advice on where they may obtain such assistance.

Advocates

Clients should ask their local Hales Group branch for details about local advocacy services. Hales Group will only accept complaints from a representative under certain conditions, as follows:

Either:

- where you know that the service user has consented, either verbally or in writing

or:

- where the service user cannot complain unaided and cannot give consent because they lack capacity within the meaning of the Mental Capacity Act 2005, **and**
- the representative is acting in the service user's best interests – for example, where the matter complained about, if true, would be detrimental to the service user.

RESOLUTION

Once your complaint has been fully dealt with by Hales Group and you have received the outcome in writing it is considered to be resolved. If you are not happy with the outcome you can refer your complaint to The Local Government Ombudsman (LGO) and ask for it to be reviewed. The LGO provides a free, independent service.

The LGO Advice Team can be contacted for information and advice, or to register your complaint:

Post: PO Box 4771 Coventry CV4 0EH	Phone: 0300 061 0614 or 0845 602 1983	Fax: 024 7682 0001
	Mobile: text "call back" to 0762 480 4299	Email: advice@lgo.org.uk

NB. The Local Government Ombudsman will not usually investigate a complaint if it has not been dealt with by Hales Group Ltd first. Also, they are not able to consider complaints where the complainant is instigating legal proceedings.

Our service is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time. You can contact the CQC at:

Post: Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA	Phone: 03000 616161
	Fax: 03000 616171
	Website: www.cqc.org.uk/contactus.cfm

This procedure can be made available on request in other languages and in other formats such as cassette and Braille on request.