

Complaint Policy & Procedure

POLICY STATEMENT

Fortress Care Services accepts rights of our clients, their representatives or advocates and care staff to make complaints and to register concerns about the services received. We aim to comply with the principles of good complaint handling guidance issued by the Parliamentary and Health Service Ombudsman (2008) It further accepts that they should find it easy to do so. We welcome complaints as we see them as opportunities to learn, improve and provide better services. This policy is intended that all complaints are dealt with properly.

It is our belief that failure to listen to, or acknowledge complaints usually leads to aggravation of problems and service users' dissatisfaction. We are aware that most complaints, if dealt with early, openly and honestly, can be quickly between the complainant and the Company.

Fortress Care Services aims to ensure that all complaints and compliments are managed in accordance with Section 20 – Regulations 2010 of the Health & Social Care Act 2008 – Regulation 19 – Complaints. Whenever required or requested; the Registered Manager will make the CQC aware of complaints and their outcomes.

COMPLAINTS PROCEDURE

Written Procedure

A complaint can be made: by telephone; in writing; by email; or in person. All responses will be made/followed up in writing.

Complaints can be made to the Registered Manager:

Fortress Homecare
80 John Davis Way, Watlington
Kings Lynn, Norfolk PE33 0TD

Telephone

Landline: 01553 811995
Mobile: 07957 363884 | 07903 703678

Email

info@fortresscare.com

Next Steps

All confidential complaints are dealt with as a matter of priority.

Whenever any Incident is reported and/or a confidential report received by the agency concerning the poor performance of a member of staff of Fortress Homecare; the following steps should be taken:

Upon the receipt of a confidential complaint, the manager will immediately acknowledge the receipt of the complaint either in writing or oral, and reassuring the client/complainant that action is being taken to investigate the matter and that we should get back them within forty eight hours.

The concerned worker may be suspended from working depending on the nature of the complaint. For example, complaint about lateness for the first time may not require stopping the staff from working but rather issue out stern warning.

The worker will be requested to attend an immediate interview to discuss the subject matter of the complaint. For some incidences; it may require the worker to put their explanation in writing before being invited for interview.

The response is then discussed with the worker at length and any appropriate action to be taken.

The worker is reminded of all of the duties that he/she is expected to undertake as part of their person specification and the Code of Conduct.

INVESTIGATING A COMPLAINT

If the nature of complaint requires full investigation; then all the other individuals that knows something or were present will be interviewed.

All records of such correspondence are kept in the employee's file and are duplicated in the incident report file and the staff appraisal file.

Where a complaint arises out of a poor standard of care, the particular complaint will be addressed and the worker re-examined to ensure his/her competence to carry out their person specification. Where necessary the worker may have to undergo a full course of re-training.

MEETING WITH THE COMPLAINANT

When the procedure is completed, the Manager will contact or meet up with the complainant and discussed how the process went and action that has been taken. And where it is required; the Manager or the responsible person will tender unreserved apology to the client/complainant and assure them that necessary actions have been put in place to forestall any future reoccurrence.

Following the final action agreed between the Manager and the worker, where the worker is permitted to return to work, the worker is closely monitored over the subsequent weeks to ensure that there is no doubt concerning that individual's ability to carry out the duties as stipulated by their person specification.

In all cases where more than one complaint is received regarding the same worker all reports are considered collectively, regardless of the outcome of the earlier report(s). This is to ascertain if there are any developing trends that require remedial attention. Complaint is a form of feedback from our Service user; so the ultimate aim of this policy is to ensure that all our Clients are satisfied fully at all times and the standard of performance of our staff is maintained and improved upon, from time to time.

Once a complaint has been fully dealt with and you have received the outcome in writing, it is considered to be resolved. If you are not satisfied with the result of the investigation, you can ask that the matter be reviewed by The Local Government Ombudsman (LGO) The LGO provides a free and independent service. The LGO Advice Team can be contacted for information and Advice or to register your complaint:

By Post:

LGO, PO Box 4771, Coventry CV4 0EH

Tel: 03000 610614 or 0845 6021983

Fax: 024 7681 0001

Mobile: Text 'call back' to 07624 804299

Email: advice@lgo.org.uk

Please take note that the Local Government Ombudsman will not usually investigate a complaint, if it has not being dealt with by Fortress Care Services in the first instance. Anyone who feels their complaint or concern is not adequately dealt with, or feels unable to approach the Service directly, may contact the Care Quality Commission (CQC) to report their concern. Our Service is registered with and regulated by the Care Quality Commission (CQC).

Contact details for CQC:

Email: enquiries.eastern@cqc.org.uk

Address: Citygate, Gallowgate, Newcastle Upon Tyne NE1 4PA

Tel: 03000 616161