



Complaints Procedure

Procedures for dealing with complaints

- This is the written statement of procedures to be followed in relation to complaints or concerns which a parent or carer makes verbally, in writing or by email.
- We aim to provide a consistently high quality of care to all our clients, but recognise that sometimes issues may arise when young person and their carers may not be happy with the care they have received. We strive to improve the service we provide and take any suggestions or complaints seriously, and deal with them in a sensitive and timely manner.
- We will ensure that each complaint is fully investigated.
- We will keep a written record, for a period of two years, of these complaints including the outcome of the investigation and the action the registered manager/ directors took in response.
- We will inform the parent/carer/guardian who made the complaint in writing, of the outcome of the complaint, within 28 days of the date the complaint was made.
- A summary of complaints made in relation to the requirements during the past 12 months will be made available to CQC on request and the action that was taken as a consequence.
- We will produce for CQC, on request, a list of such complaints made during the previous two years.

Making a complaint

A complaint can be made by

- The young person or parent /guardian or carer on behalf of that young person
- Any person who has involvement with that individual or the service we provide

If you have a complaint or problem concerning the care of your relative, what should you do?

1. Most complaints or problems can be sorted out quickly by speaking informally with the registered manager or the shift leader. We will try to resolve the problem informally by asking you to tell us what the problem or concern is and offering an explanation of our actions. We will ask you what you would like us to do to put things right. We understand that this does not mean that it will be possible to achieve a satisfactory outcome but it will help to gain an understanding of each others viewpoint. We value suggestions that will prevent problems from occurring again and believe that complaints provide a positive opportunity to review and change services for the better. We will keep a complete documentary record of the handling and consideration of each complaint.
2. If you are still not satisfied with our response you can complain formally either verbally, by email or in writing. Where it is made verbally the person receiving the complaint will make a written record using our complaints form. This will be sent to you for acknowledgement and your signature so that it can be used for our investigation.
3. All written complaints will be dealt with by senior management immediately following receipt.
4. Following receipt of the complaint it may be appropriate for the person dealing with the complaint to meet you face to face. A case file will be opened where all the relevant information will be held. This is so that CQC can access the documentation without delay should they request it.
5. The investigation will be conducted in a blame free atmosphere and will be of a supportive nature. Following the investigation you will receive notification of the outcome and action plan, this will be within 28 days wherever possible.
6. Should you still be dissatisfied with the outcome or do not wish to discuss the complaint with ourselves in the first instance you can complain directly to The CQC Details of which are provide below:

The Local Government Ombudsman
0300 06106

CQC 03000 616161

Complaints Form

'This is not good enough - someone ought to do something about it!'

There are times when we all feel or say something like this, such as when an expected level of service has not been met or something has happened about which we are not happy. More often than not, such concerns or dissatisfaction with any aspect of the services provided by Seaside Care Homes Ltd can be dealt with by raising the matter immediately with a member of staff. We welcome feedback both positive and negative because it is only by having such feedback that we can check that we are providing a quality service. We acknowledge however that sometimes, matters cannot be dealt with on an informal and immediate basis and that a more formal, documented approach, is necessary.

So - how do I make a formal complaint?

Well - one way is by completing this form and sending it to Registered Manager responsible for this service.

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COMPLAINT FORM

In the spaces below, please outline the nature of the complaint.

1. Date of Complaint:

2. Have you already raised this matter with a member of staff?

Yes / No

If Yes, to whom was the matter addressed?

And When? (Date)

3. Your Name:

Your Address:

Contact telephone No.-----

Young person's Name

4. Details of your complaint:

------(please attach a separate sheet if there is insufficient space here)

{see over for what to do next}

Where do I send the completed form?

Completed complaint forms should normally be sent to the registered manager at:

'Driftwood Lodge'
17 Woodrows Lane
Clacton on Sea
Essex
CO16 8DN

What happens next?

- The complaint will be dealt with by the member of the Seaside Care Homes Ltd management team who is directly responsible for the service about which your complaint is being made and, where Section 3 of the form has been completed fully, you will receive an acknowledgement that your complaint has been received and will then normally receive a substantive response in writing within 28 days.
- The receipt of complaints and the actions taken to resolve them are recorded and monitored by Registered Owners, particularly to identify any recurrent problems and ensure generally that a consistent and positive approach to complaints is maintained. The effectiveness of this complaints procedure is also subject to regular scrutiny and in this regard we may contact you at some future date so that we might know your views about the effectiveness of this procedure.
- If for whatever reason your complaint has not been resolved and you have received a written response from us that the formal procedures have been exhausted, you may wish to refer the matter to CQC contact details:

The Local Government Ombudsman
0300 0610614

CQC 03000 616161

The space below allows the recipient of this complaint form to record the actions taken for our records and CQC if requested.

Reference No.-----

Date Received -----

Seaside Care Homes Ltd

Person Dealing with Complaint -----

Action taken -----

------(Append correspondence where
Appropriate)

Date of response:

Registered Manager Name:

Registered Manager Signature:

Name	Designation	Date	Name	Designation	Date

Signed:

Date:

Review date: April 2023