

Complaints and Comments Policy and Procedure

Policy

Rustington Convalescent Home believes that if a Service User wishes to make a complaint or make a comment about the service they have received, they should find it easy to do so. It is our policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide a better service. Our policy is intended to ensure that complaints are dealt with efficiently and that all complaints or comments by Service Users, potential Service Users and their relatives or carers are taken seriously.

Everyone at Rustington Convalescent Home (RCH, the Home) works hard to get things right all the time, but like all other organisations we sometimes get things wrong. If mistakes are made or you are in any way unhappy or dissatisfied, we want you to give us the opportunity to put things right and improve our service. But we can't do this if you don't let us know! This policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation.

Rustington Convalescent Home believes that most complaints, if dealt with early, in an open and honest manner, can be resolved at a local level. However, if this approach fails the complaint will be referred to the Committee of Management of the Home.

What is a Complaint? Making a complaint means speaking up about something you do not like or something you are not happy with. Our definition of a complaint is 'an expression of disappointment, however made, about the service received, acts or lack of by the Home, our staff, or those acting on our behalf, affecting an individual Service User or group of Service Users.

The Home will manage its complaints procedure in accordance with its duty of candour.

Procedure

Help us get it Right

With your help Rustington Convalescent Home will ensure that its services are always of the highest quality. We would like to know when we are getting things right and when we do not. For those staying with us, the Service User's Questionnaire is one such way of collating feedback.

You can help by telling us if: -

- We have done something wrong and, or have not done something we should have done
- You feel you have been treated badly or unfairly
- You think we could change things for the better

We also like hearing when we've done something well.

Suggestions Welcome

We are committed to involving Service Users and we want to hear their views. We want to use feedback to provide services that meet your needs.

If you have a comment or suggestion that could improve the way the Home runs, please pass it on to the Home Manager or any member of staff.

We are also keen to listen to the views of other people such as friends, relatives, other representatives and statutory authorities.

If I want to Complain

As a Service User (or potential Service User) of the Home you have the right to: -

- Complain about the quality or nature of the service you receive.
- Challenge any changes or decisions that you do not agree with.
- Be supported and represented by someone of your choice, at any stage, when making a complaint.
- Know that your complaint will be dealt with, sensitively and confidentially.
- Ask that someone else carries out the investigation, other than the nominated person.
- Take your problems to an independent body such as your local authority social services department, the National Care Standards Commission, your local government ombudsman or your MP.

What Do I Do?

If you have a complaint, we encourage you to talk to the Home Manager or a member of staff in the first instance. If you prefer, you could ask a friend or relative to speak on your behalf.

If you don't feel able to talk to the Home Manager, you can contact the Committee of Management at: -

The Carpenters' Company,
Carpenters' Hall,
Throgmorton Avenue,
London. EC2N 2JJ
Tel 0207 382 1660

What Happens if I Complain?

There are three stages to the complaint's procedure: -

1. If possible, we will sort out your complaint informally and quickly on the spot. If we can't, we will investigate the complaint and let you know the outcome. This is the first stage.
2. If you are not happy with the result you can contact the Secretary to the Committee of Management who will oversee a further investigation. This is the second stage.
3. If you are still not satisfied you can ask for the Committee of Management to hear your complaint, their Secretary will organise this for you. This is the final stage.

Getting Support

You can ask a representative to support you, or to speak on your behalf, at any stage of the procedure.

How Long Will It Take?

Ideally, we will be able to sort out complaints as they arise, but if we can't, we will contact you, at each stage, within 21 days - in writing.

- You also have 21 days, at each stage, to take your complaint further if you wish.

Do I Have to Give My Name?

We will always investigate anonymous complaints, but they are harder to deal with and resolve satisfactorily.

If you give your name, we will respect your confidentiality. Only those who need to know about your complaint will be told. You can of course 'opt out' from any personal information in respect of your complaint being shared.

Useful Addresses

We like to sort out complaints within the organisation if we can, however you have the right to contact an independent body if you feel your views have not been heard.

Please find below some useful addresses: -

- Worthing Social Services
Centenary House
Durrington Lane
Worthing
BN13 2QB
Tel. 01903 839100

- Coastal West Sussex Clinical Commissioning Group
The Causeway,
Goring-by-Sea,
Worthing
BN16 6BT
Tel. 01903 708400

- Social and Caring Services
The Grange
County Hall
Tower Street
Chichester
PO19 1QT
Tel. 01243 777100

- Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel. 03000 616161
E-mail - enquiries.southeast@cqc.org.uk

- The Local Government & Social Care Ombudsman
If you want to make a new complaint:
 - Please use our [complaint form](#) - see [Contact us - Local Government and Social Care Ombudsman](#)