

COMPLAINTS PROCEDURE

2020-21




Vista Care Solutions Ltd trading as Sunlight Care Newham. Registered in England. Company No: 11353031.
Registered Office: 3-9 Balaam Street, London, E13 8EB

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Introduction

It is our aim to provide an excellent quality of service and to ensure everyone is satisfied with the service we provide.

Should you be dissatisfied with any aspect of the Care you receive we ask that you use our Complaints Procedure, which we assure you aims to be, comprehensive, accessible and confidential.

Aim

This Care Home wants to provide an excellent overall service to its residents.

If any resident or relative is unhappy about the service received or is unhappy about the service a family member receives, we want you to feel free to let us know.

We want to assure you that your complaint will be used to help us reflect on the service we provide and how we can improve the quality of the care we provide.

The complaint will be investigated to ensure a satisfactory resolution as far as is possible.

If you wish to make a complaint:

- a. Please approach a member of staff with your concerns
- b. If possible, it would help if you put your concern in writing
- c. The staff member should do their best to resolve the complaint at the time they hear of the complaint
- d. If the staff member is not able to resolve your complaint, they will discuss this with you and let you know that they will contact the Manager or if they are not available then the most senior person available. We will write to you to let you know we have your complaint and we will keep you informed of what is happening with your complaint

Can the Complaint be Resolved Informally?

We are committed to giving an excellent standard of care and service, and if we receive a complaint, we will be professional and supportive to the complainant throughout the process as we realise that such a process can be stressful.

We will ensure that:

- a. Staff are courteous and professional at all times
- b. The person making the complaint will be given space and time to discuss the complaint in privacy
- c. We will aim to resolve the issue when we first hear of the complaint, if this is possible
- d. We will give support and advice on how to progress the complaint if it is not possible to resolve the matter
- e. We will keep a log of all complaints and write to each person who makes a complaint to let them know of its progress and resolution

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Procedure when a Complaint is Registered

If the complaint is not resolved when first made we will follow the process noted below:

- a. The complaint will be noted in the complaints log book
- b. The manager will be informed at the first available opportunity, but if the complaint is about the manager then the complaint will be sent to the Director
- c. We will write to the person making the complaint within five working days to let them know we have received the complaint.
- d. We will inform the person making the complaint, who will be carrying out the investigation of the complaint
- e. The person making the complaint will be given the chance to talk to the person carrying out the investigation in privacy (and with the support of a carer or advocacy if required). We will look to conclude the complaint within 20 working days and keep the person making the complaint up to date by letter every seven to ten working days
- f. The person making the complaint will be kept informed during the progress of the investigation regarding the complaint.
- g. The person making the complaint will receive a report at the end of the investigation and within this we will note who they can talk to if you are not happy with the outcome.

Further advice

If you are unhappy with the outcome of a complaint or you wish support from external agencies you can contact:

Care Home Manager: _____

Director: _____

Contract Monitoring & Compliance Department: _____

Care Inspectorate: _____

Mental Welfare Commission: _____

Advocacy Service: _____

Managers Responsibilities

The manager has the following responsibilities when dealing with any complaint:

- a. Acknowledge the complaint has been received
- b. Keeping the owner up to date with any complaints received
- c. Resolving the complaint at a local level if possible
- d. Identifying who will carry out the investigation depending on the complaint
- e. Support the investigation by making paperwork available to those carrying out the investigation
- f. Provide paperwork to the resident and to their advocate if required
- g. Support all involved throughout the process

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- h. Ensure that everyone involved is aware of the Complaints Policy and has a copy of it along with their rights and responsibilities
- i. Ensure the confidentiality of the process
- j. Ensure that the outcome is reached within the timescales
- k. Organise and lead any change which is required following the complaint
- l. Feedback to all those involved in the process
- m. Keep all monitoring agencies up to date with the outcome



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