

Feedback, Compliments and Complaints Policy

For people we support, families and external persons

An Easy Read Version is Available

Policy implemented: July 2019

Last reviewed: May 2021

Next review due: May 2023

1. Summary

At Salutem we want to maintain high standards in all that we do. One of the ways in which we can achieve this is by listening and responding to feedback. We encourage and welcome feedback from the people who use and access our services as it encourages good practice and it's great for our staff to receive praise. Wherever possible, we try to resolve issues and concerns immediately at the point of service delivery in a constructive way. We also recognise that sometimes we do get things wrong and that everyone has the right to register a formal complaint.

We are committed to achieving the highest standards in all our activities and are keen to hear about any feedback that you might have. This will further help us to share good practice, resolve mistakes faster and learn how we can do things better to improve the quality of the services we provide and customer satisfaction.

This policy complies fully with relevant legal and statutory requirements for handling complaints. It takes into account the Local Authority Social Services and NHS Complaints Regulations 2009, The Health Act 2009 as well as guidance issued by the Department of Health within the Local Government Ombudsman's 'Principles of Good Complaint Handling'.

The Health and Social Care Act 2008 requires organisations that are providing social care services for children and adults whether residential or community to make provision as to the handling of complaints and disputes and the application of lessons learnt from them.

The Education (Independent School Standards) (England) Regulations 2010 and the Independent School Standards (Wales) Regulations 2003 has similar requirements in respect of Saludem schools.

Regulatory requirements

This policy also takes into account the regulatory requirements of:

- The Care Quality Commission
- Ofsted
- Estyn
- CIW

2. Document Control

Initial purpose and scope of the new policy/procedure agreed by:	Director of Quality and Governance
Technical review carried out:	Group Head of Policy and Performance (July 2019)
Date signed off by the Policy and Procedure Committee:	July 2019
Date implemented:	July 2019
Version Number:	1.1
Date of the next review:	May 2023
Department responsible:	Quality
Job Title of Lead Person:	Group Head of Policy and Performance
Author / Main Contact, including their job title (if different from above):	-

In addition to this policy, local authorities and other commissioners may have their own policies, procedures and guidance which Services must comply with. These policies should complement this policy. **Ensure to include your local authority details and Saludem details on your version that you hold locally.**

However, there may be additional requirements put in place by local authorities and other commissioners and these must be adhered to. Changes must not be made to Saludem's policies and procedures without corporate approval but, where needed, local procedures should be developed to accompany these.

EQUALITY AND DIVERSITY STATEMENT

The Saludem Group is committed to the fair treatment of all in line with the Equality Act 2010. An equality impact assessment has been completed on this policy to ensure that it can be implemented consistently regardless of any such factors and all will be treated with dignity and respect.

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This policy must be brought to the attention of all employees.

The controlled version of this policy and its associated documents are available on the Blink Hub.

Printed or downloaded copies are uncontrolled and may not be up to date.

4. Definitions

Feedback: information or statements of opinion about something such as a service that provides an idea of whether people like it or not.

Compliment: a polite expression of praise or admiration

Complaint: a statement that something is unsatisfactory or unacceptable and something must be done about it to make it right

5. Principles

- People we support, their families and external persons must be provided with this Policy as well as the associated Procedure so they clearly understand how to provide feedback, compliments and complaints.
- A culture of openness with regular opportunities for feedback is paramount
- Resources and tools must be provided by the service to help you provide feedback in a way that is accessible to you
- You must be offered support from an advocate with the service helping you to access the right type for you
- Staff must always use a person-centred approach ensuring that you are at the centre of your care and support at all times and that you direct your own life
- If you have a concern we will address it immediately and ensure that you are satisfied
- If you are not satisfied we will support you in submitting a complaint and will acknowledge it with 5 working days, providing you with a formal outcome within 21 working days (Wales) or 28 working days (England). We will do all we can to make things right for you.
- If you are not satisfied with the outcome, we will escalate it to our Head Office
- If you are not satisfied with the Head Office outcome, we will provide you with the details to the relevant body who can process your complaint

6. Areas of Governance

This policy has been written with expert contribution from appropriate stakeholders. The Quality Assurance and Risk Management Group (QARM) will monitor, reflect on and gain organisational learning from the implementation of this policy. This policy will be reviewed and updated two years from implementation by QARM unless legal changes demand a more timely amendment.

The application of this policy and its associated documents is mandatory for all services staff, volunteers, agency staff and all other Saluitem representatives. Staff understanding of this policy and associated documents will be assured through training, assessment of competency and supervision.

Staff understanding of this policy will be assured through training and the delivery of awareness raising workshops as deemed necessary by QARM. The people we support will be involved in the review to ensure it captures the important issues for them.

7. Areas of Responsibility

Executive Board / Directors

- Ensure available resources to ensure the implementation of this policy and the completion of training for staff
- Ensure there are systems for the ratifying, management, communication and timely review of this policy
- Ensure there are clear disciplinary and other measures for staff that do not adhere to this policy
- Ensure organisational learning is enabled by systems of data collection and analyse as appropriate.

Service Managers / Principals / Area Managers

- Monitor policy and procedure implementation.
- Manage conduct inconsistent with the policy
- Raise concerns of policy non-adherence with potential reasons to senior management.
- Inform staff and volunteers of the seriousness of breaching this policy.
- Seek specialist internal advice as necessary to expand on policy detail and act on this advice.
- Alert the document author of any problems of policy implementation or omissions.

Individual Staff

- Be familiar with responsibilities described in this document and other policies and procedures and follow them.
- Use opportunities such as supervision to discuss issues relating to sustainability and attend training as directed.

8. Learning and Development

Saluitem is committed to ensuring that all staff are aware of what is expected of them so that everyone is appropriately supported. We can assure you that all Service Managers and Principals know how to process feedback and compliments and complaints effectively.

9. Associated Documents

Person Centre Care Policy - [Link](#)

Handling Feedback, Compliments and Complaints Guidance for Managers - [Link](#)

Easy Read version of Policy - [Link](#)

Advocacy Guidance - [Link](#)

10. Useful Links

<https://www.lgo.org.uk/make-a-complaint>

<https://www.disabilityrightsuk.org/making-complaint>

11. References

Care Quality Commission

Ofsted

Local Government and Social Care Ombudsman

Local Authority Social Services and NHS Complaints Regulations 2009

The Health Act 2009

Guidance issued by the Department of Health within the Local Government Ombudsman's 'Principles of Good Complaint Handling'

12. Version Control

This is a controlled document. As a controlled document, any printed copies of this document, or saved onto local or network drives should be actively monitored to ensure the latest version is always available.

Version Number	Date	Status	Changes
V0.1	July 2019	Final	New policy
V0.2	May 2021	Final	Merge of Policy & Procedure

Complaints Procedure

Feedback, Compliments and Complaints Procedure

For people we support, their families and external persons

An easy read version is available

This document is part of Salutem's Complaints, Compliments and Feedback Policy. Please refer to the main policy document for the principles, associated materials and version control.

Introduction

Salutem welcomes feedback, compliments and complaints from people we support and their families, friends and members of the public.

The purpose this procedure is to:

- Provide step by step information on how to provide feedback, make a compliment and submit a complaint, how this information will be handled and when you where hear back from us if required.

Feedback

Feedback is information or statements of opinion about something such as a service that provides an idea of whether people like it or not. It may be a concern or issue, suggestion or observation and does not require an investigation process. These do not need to be formally logged in our internal reporting system but do require us to acknowledge the feedback, consider it and come back to you if needed.

Step 1: Providing Feedback

Should you want to provide general feedback whether it is good or back or just an observation can:

- Inform the Service Manager, Team Leader, Key worker or another member of staff face to face
- Submit the feedback in the Home, Service or School Feedback box
- Inform individuals during your Support Plan Review
- Send an email to the Home or Service inbox
- Provide the feedback during our annual survey for people we support and their families
- Provide feedback during a Home or Service meeting

To help you provide this feedback you can inform a member of staff that you would like to access an advocate if you prefer or have staff help you draft the feedback in the way that you prefer and by using tools and resources that are accessible to you.

Families or Individuals wanting to provide feedback can either inform a member of staff face to face, or send an email to the Home or Service inbox or post a letter to the service.

Step 2: Reviewing and responding to your feedback

Once we receive the feedback we will consider what has been said, acknowledge the feedback by informing you that we received it and will let you know what we are doing as a result of the feedback. Most of the time we will do this face to face or by email should the feedback be from a family member, friend or member of the public. It may be that no response is required from us at all and if that is the case we will not respond but will acknowledge that we received.

How to submit a compliment

Our staff working very hard to ensure that you receive the best experience as possible and a compliment can go a long way knowing that they are providing you with good care and support according to your wishes. A compliment is a recognition of praise that you would like to formally provide a staff member or volunteer with. If you would like to submit a formal compliment you can:

- Inform the Service Manager face to face or their line Manager (Area Manager)
- Send an email to the Home or Service inbox
- Write a letter and give it to the Service Manager

It is important that the Service Manager receive the compliment so that they can record it in our reporting database. This way Head Office will see the compliment and can provide them with additional praise and recognition.

If you require help with communicating or writing the compliment a staff member can help you or they can support you to access an advocate

How to submit a complaint

Submitting a complaint is a formal way of informing us that you have a concern about your own or someone else's care and support and feel that this must be investigated and made right. If you would like to submit a complaint you can do so by:

- Informing the Service Manager face to face
- Sending an email to the Home or Service inbox
- Writing a letter to the Service Manager

It is important that you provide as much information as possible so that we can understand the full nature of the complaint. A helpful guide to writing a complaint can be found here

<https://www.disabilityrightsuk.org/making-complaint>

If you require help with communicating or writing the complaint a staff member can help you or they can support you to access an advocate

What happens after I submit a complaint?

Once you have submitted the complaint we are required by law to acknowledge it in writing to you within 5 working days. We then have 21 working days in Wales or 28 working days in England to complete our investigation and send you the outcome of our investigation including what actions we will be taking as a result.

Not happy with the outcome?

If you are not happy with the outcome of the investigation you can escalate this to our Head Office who will complete another investigation according to the same timescales above. The investigator will be someone completely independent of your Service to ensure that its handled objectively and fairly.

Salutem Head Office

Minton Place, Victoria Street, Windsor, England SL4 1EG
01753255777

If you remain unhappy about the Head Office outcome you can submit your complaint to the following bodies:

- **Your Local Authority's complaints department**
- **The Local Authority and Social Care Ombudsman**

<https://www.lgo.org.uk/make-a-complaint/how-to-complain> 0300 061 0614

- **Parliamentary and Health Service Ombudsman**

<https://www.ombudsman.org.uk/making-complaint>

- **The Care Quality Commission (CQC)**

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Telephone: 03000 616161

[While the CQC is not a complaints agency, and does not investigate complaints, they would like to be informed about complaints that are made about a provider]

- **The Care Inspectorate Wales (CIW)**

[While the CIW is not a complaints agency, and does not investigate complaints, they would like to be informed about complaints that are made about a provider]

Welsh Government office
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
Telephone: 0300 062 8800

- **The Office for Standards in Education, Children’s Services and Skills (Ofsted)**

Ofsted National Business
Unit Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone: 0300 123 1231

- **Her Majesty’s Inspectorate for Education and Training in Wales (Estyn)**

Complaints Wales
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ

Telephone: 0300 123 1299

We can help you access an advocate should you want to submit your complaint to one of these bodies