

## QUARRY MOUNT'S COMPLAINTS PROCEDURE – AN EXPLANATORY LEAFLET

### ***Oral Complaints Procedure***

1. Any oral complaint or “concern”, even if seeming unimportant, will be taken seriously. Staff receiving a complaint will try to sort out the problem immediately, or will involve the home’s manager. Staff will be courteous and sympathetic (i.e. not defensive or aggressive), will be calm and respectful, and will not accept blame, make excuses or blame others. (Please note that a “concern” differs from a “complaint”).
2. If a complaint is made on behalf of the service user by an advocate, the person dealing with the complaint will verify that the advocate has permission to speak for the service user, especially if confidential information is involved. If in doubt, it will be assumed that the service user must give explicit permission prior to discussing the complaint with an advocate.
3. After discussing the problem, the person dealing with the complaint will suggest how to resolve it. If the complainant does not accept the suggested resolution, he or she will be asked to send a written complaint and will be given a copy of this leaflet detailing the home’s complaints procedure.
4. All complaints (but no “concerns”) and their outcomes will be put in the Complaints Book.

### ***Written Complaints Procedure***

1. When a written complaint is received it will be passed to the Complaints Manager (a named person who will deal with the matter throughout the process) who will record it in the Complaints Book and send an acknowledgment letter within two working days. If necessary, further details will be requested from the complainant. If the complaint is made on behalf of the service user, then the service user’s consent will be obtained (preferably in writing).
2. This leaflet detailing the home's complaints procedure will be forwarded to the complainant.
3. If the complaint raises potentially serious matters, advice will be sought from the home’s legal advisor. If legal action is taken at this stage, then any investigation by the home under the complaints procedure will cease immediately. If the complainant is not prepared to have the investigation conducted by the home, he or she will be advised to contact the CSCI.
4. On receipt of a complaint the Complaints Manager will launch an investigation and will aim to be in a position to provide a full explanation to the complainant within 28 days, either in writing or by arranging a meeting with the individual(s) concerned. If the issues are too complex to complete the investigation within 28 days, the complainant will be informed.
5. If a meeting is arranged the complainant will be advised that they may, if they wish, bring a friend, relative or representative such as an advocate. Such a meeting gives the home the opportunity to show the complainant that the matter has been taken seriously and has been thoroughly investigated. At the meeting a detailed explanation of the results of the investigation will be given by the Complaints Manager and also an apology if this is deemed appropriate (apologising for what has happened need not be an admission of liability).
6. After the meeting, or if the complainant does not want a meeting, a written account of the investigation will be sent to the complainant. This will include details of how to approach the CSCI if the complainant is not satisfied with the outcome. The outcomes of the investigation and the meeting will be recorded in the Complaints Book and any shortcomings in the home’s procedures will be identified and acted upon.
7. Any complaints and their outcomes will be discussed at the home’s monthly management meeting.
8. The home's complaints procedure is audited by the registered manager every 12 months.

**The Commission for Social Care Inspection can be contacted at the following address:**

CSCI South West Regional Office, Colston 33, 33 Colston Avenue, Bristol, BS1 4UA  
Tel: 0117 930 7110