

Complaints Policy

At A Family's Best Friend, we aim to provide a thorough and high-quality service. However, we acknowledge that there may be the rare occasion when our service does not meet our high standards. At times like this we would hope that our Service Users and their families let us know ASAP so that we can investigate and resolve the issue as soon as possible.

At the initial meeting all parents and carers or service users are given the information of what to do if they have a complaint. Our policies and procedures are available from Jannicke Ive, the manager or designated person, should a parent or carer wish to see them at any time. We would include in this policy any written or oral communication that a Service User, their family member, or a member of the public had made expressing dissatisfaction at the service provided.

Jannicke Ive as manager or the designated person will receive the complaint and will record it in the complaints log, if possible, investigate the circumstances surrounding the complaint there and then. This is done with a view to achieving an immediate solution which will be acceptable to the person making the complaint and to make sure that our standards are maintained. Where it is not possible to solve the problem to the satisfaction of the parties concerned at the time, advice from appropriate organisations will be sought.

All complaints are handled within the following timescales,

- Jannicke Ive as manger or the designated person will respond within two days of either a written or oral complaint, to acknowledge the complaint.
- Then an investigation will be launched within five days.
- All complaints will be dealt with, and arrangements made for meetings within 14 days.
- A Family's Best Friend will endeavour to resolve any complaints received within 28 days.

In serious complaints, Jannicke Ive as manger or the designated person will not hesitate, should it be deemed necessary to involve the police, local social services or any other professional body.

During the investigation Jannicke Ive as manger or the designated will:

- Ensure that the relevant employee responds to the complaint and all other associated persons are advised of actions taken during all stages of the complaints procedure.
- Ensure that the facts are established.
- Determine if any policies and regulations have been broken.
- Attach all relevant documentation to the complaints investigation form.
- Ensure that necessary corrective action is taken.
- After a full investigation the Jannicke Ive as manger or the designated will relay a response to the complainant detailing the corrective action to be taken.

- Monitor the effectiveness of the action.
- Maintain a record of all complaints.

If the complainant does not feel this is dealt with sufficiently, they may move the complaint on to, in the first instance, the people they would need to call are **Lancashire County Council Social Care** and their number is **0300 123 6720**. This would enable you to move provider, if paid for by the government.

The CQC – Care Quality Commission can be contacted in very serious complaints cases.
Opening times: Monday- Friday – 8.30am-5.30pm.
Telephone: 03000 61 61 61

Always remember that if your complaint is in any way related to safeguarding, follow the safeguarding policy immediately.

The Healthwatch network - Does not deal with individual complaints but will be able to put you in touch with organisations who may be able to offer you guidance.

www.healthwatch.co.uk

If this is also unsuccessful, they can call the **Local Government Ombudsman** on **0300 061 0614**. However, this option is only for parents using Direct Payments.

Your local CAB (Citizen's advice bureau) may also be able to offer you support and guidance with your complaint.

As the manager Jannicke Ive would also be responsible for ensuring that the relevant people were informed if and that any complaint is taken seriously, and action taken appropriately.

Jannicke Ive April 2014