



Stow Healthcare Complaints Policy

Our residents are at the centre of everything we do. At Stow Healthcare, we listen to the people we care for and those who care for them. By doing this, it helps us to improve our services and continue to make them safer and more responsive.

As a company, we are focussed on learning lessons that will benefit our residents and our staff, in any area where we feel there is improvement or change to be made. Sharing and learning from what our residents and those caring for them tell us will support the way we manage our homes in the future.

If a complaint alerts us to possible abuse or neglect we will tell the Council's adult safeguarding team. The safeguarding team will decide how to investigate and monitor outcomes.

You can provide your feedback – good or bad – quickly and easily through the feedback stations in every home, or by emailing head office at enquiries@stowhealthcare.co.uk or calling us on 01359 300470.

Our Complaints Policy one page summary is accessible in every home and should be prominently displayed.

Informal Complaints or Concerns

Informal complaints or concerns are typically day-to-day issues which can be resolved relatively simply.

The person complaining should direct the complaint/concern in the first instance to the Person in Charge of the shift.

The Person in Charge will discuss the matter with the complainant and try to resolve the problem there and then. If appropriate, details of the complaint /concern will be noted down and passed to management, so that there is no recurrence of the problem.

If it is not possible to resolve the complaint/concern, arrangements will be made for the matter to be brought to the attention of the Manager who will investigate the complaint/concern in more depth and again attempt to resolve the matter.

If the matter still cannot be resolved, the complaint/concern should be dealt with as a Formal Complaint as detailed below.



Formal Complaints

If you are dissatisfied with any part of our service, please talk to us. By discussing your concern with our staff or home manager, issues can usually be resolved swiftly. They will be able to discuss the problem with you and together you can agree the next steps.

We take all complaints we receive very seriously and do our best to work with our customers to sort them out as soon as possible.

We ask that you give us the details of your complaint within 6 months of the incident, or within 6 months of you becoming aware of the problem. We will respond to your concerns considerately, quickly and as effectively as possible.

Complaints should normally be addressed to the Manager who will investigate the complaint and should normally be made:

- verbally (in person or by phone)
- in writing
- electronically, for example, via email or text message

We do understand it isn't always possible to raise a complaint directly with the people involved in providing the care, so in that situation you are welcome to raise your complaint with Head Office by emailing enquiries@stowhealthcare.co.uk, calling 01359 300470 or writing to us at

Stow Healthcare Directors
The Brew House
Stowlangtoft Hall
Kiln Lane
Stowlangtoft
Bury St Edmunds
Suffolk
IP31 3JY



On receipt of a formal complaint:

- Receipt of the letter of complaint will be acknowledged within 3 working days, in writing.
- An investigation will be conducted into the matters surrounding the complaint with a view to finding a satisfactory solution.

When we look at your complaint, we will aim to:

- find out what happened
- identify what went wrong
- ensure you receive an apology if one is due
- identify what we can do to avoid similar issues in future

The complainant will be informed, in writing, of the outcome of the above within 20 working days. In exceptional cases we may request more time to conduct our investigation, if this is the case you will be kept informed and provided with a revised response date.

Unless specifically requested otherwise, the details of the complaint and the solution, if any, will be recorded in the resident's file (if applicable) and the home's complaints file.

Review of complaint response

If you are unhappy with the response you receive from the Home Manager, you can contact our Head Office within 14 days of receiving a formal written response. The Directors will look into the matter further for you. They may be contacted using the details above.

Again, this will be acknowledged by the directors within 3 working days of receiving the escalation and a formal response will be provided within 20 working days.

If you remain unhappy once your complaint has been reviewed by the directors, you can refer your complaint to the Local Government and Social Care Ombudsman (LGSCO) and ask for the complaint to be reviewed. The LGO provides a free, independent service.

Local Government and Social Care Ombudsman

www.lgo.org.uk

The Local Government Ombudsman

PO Box 4771

Coventry

CV4 0EH

0300 061 0614



You may also complaint to your local Council if they are responsible for funding your care.

We are regulated by the Care Quality Commission and your feedback to them can be given to them via their website www.cqc.org.uk.

Please note that the CQC website notes that they cannot make complaints or take them up on your behalf. The only exception to this is for people whose rights have been restricted under the Mental Health Act. Further guidance can be found here:

https://www.cqc.org.uk/sites/default/files/20171128_6642_cqc_how_to_complain_leaflet_final_web.pdf

Complaints made by staff

Please note: the complaints process does not cover Stow Healthcare employees wishing to raise a grievance regarding their employment. If you are a Stow Healthcare employee and would like to raise a concern regarding your employment, please follow the policy set out in the Staff Handbook P201.