

Complaints and Compliments Policy and Procedure

Statement & Purpose of Policy

Serenta Homecare believes that if a client wishes to make a complaint or register a concern, they should find it easy to do so. It is Serenta Homecare policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve, and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by Clients and their relatives and carers are taken seriously.

This policy is not designed to apportion blame and it is not part of Serenta Homecare disciplinary policy.

Serenta Homecare believes that failure to listen or to acknowledge complaints will lead to an aggravation of problems, Client dissatisfaction and possible litigation. Serenta Homecare supports the concept that most complaints, if dealt with early, openly and honestly, can be sorted at a local level between just the complainant and Serenta Homecare. If this fails due to either the complainant or the Client being dissatisfied with the result the complaint may be referred to CQC (Care Quality Commission) or the Sheffield City Council as appropriate and legal advice will be taken as necessary.

Aim

The aim of Serenta Homecare is to ensure that the complaints and compliments procedure is properly and effectively implemented, and that Clients feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

Policy

- In all cases complaints and concerns shall be treated seriously in a sensitive and confidential manner
- Complaints and suggestions must be handled in such a way as to first reach a satisfactory outcome with the complainant and in turn a potentially difficult and damaging problem into a source of quality improvement
- A copy of the complaints and compliments policy will to be given to all Clients and their representatives at the beginning of the service, copies will also be made available throughout the service as necessary
- Complaints will be recorded centrally to identify any patterns of complaints relating to all or a group of Clients
- Compliments will be recorded centrally and made available for all parties to read

- Employees who are the subject of a complaint should not communicate directly with the complainant unless accompanied by a senior member of staff or requested directly to do so by the Registered Manager
- Where the complaint gives rise to serious concerns and on regarding the wellbeing of one or more Clients serious consideration must be given to suspension of the person or persons complained about. An investigation must be carried out immediately to identify any risk to the health and welfare of the Client's involved

Procedure

- There are several distinct levels of dealing with a complaint to ensure the speedy and effective solution
- Complaints also include all matters relating to other Clients and people external to the service which cause concern to a client
- A Complaint or Compliment can be made in person or by a Clients Advocate by telephone email or letter
- Anonymous complaints will be dealt with under the same procedure as that any other complaint received
- Complaints and suggestions will be taken seriously and recorded in the central file
- All complaints will be acknowledged in writing within 48 hours
- An acknowledgement letter will be issued with the name and contact details of the individual responsible for the complaints process
- The Complaints process will be led by Serenta Homecare's Quality and Compliance Officer or designate person and regular updates will be given to the Registered Manager on the process of the complaint, who will offer advice and support. The Registered Manager has full responsibility for dealing with complaints
- Complaints will be replied to within 28 days of the complaint arising unless a longer timescale is agreed by Serenta Homecare and the complainant
- Serenta Homecare reserves the right not to investigate complaints received longer than 12 months of the event occurring. This time limit will not apply if the complainant provides good reason for not making the complaint in the specified time limit and despite the delay the complaint can still be investigated fairly and effectively
- Individuals making a complaint verbally will be advised that a written record of the complaint will be made
- The Registered Manager will be made aware of all complaint's and regular reviews and updates will be made during the process of the complaint
- Any attempt to conceal a complaint may lead to disciplinary action
- In the event of a continued disagreement which cannot be resolved internally the complainant will be advised to approach an appropriate external authority such as CQC, Sheffield City Council or the Local Government and Social Care Ombudsman
- For privately funded Clients a range services are available, Serenta Homecare will support the Client if they wish to take the complaint further
- If a meeting is arranged the complainant should be advised that they may, if they wish, bring a friend or relative or a representative such as an advocate

If the complainant is not prepared to have the investigation conducted by Serenta Homecare, he or she should be advised to contact any of the organisations below and be given the relevant contact details.

Quality Care Commission (CQC)

Care Quality Commission National Correspondence
Citygate, Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel-03000616161

The Local Government and Social Care Ombudsman

PO Box 4771
Coventry
CV4 0EH
Tel- 0845 602 1983 or 02476821960

Social Services

Contracts Compliance
Level 9
West Wing
Moorfoot Building
Cumberland Building
Sheffield
S1 4PL
Tel- 0114 2057132

Complaints Overview

Complaints will be reviewed at the monthly management meeting, in order to ensure that the complaints are fully addressed, and that the management team have oversight of the issues Clients are raising.

Complaints will be discussed at Senior Management level meetings.

Document Control

Date Approved: July 2026

Target Audience: All Serenta Homecare Staff

Review Date: July 2028

Author: Fran Beardsmore