



Happy Homes

As at 22/08/19

COMMENTS, COMPLIMENTS AND COMPLAINTS

POLICY AND PROCEDURE

	Page
<u>PART 1: THIS PROCESS</u>	
Introduction	2
Objectives	2
What is a Complaint?	2
Complaints not covered by this Process	2
How we receive Complaints	3
Support and Advocacy	3
Anonymous Complaints	3
Monitoring, Evaluation and Reporting	3
Maintaining Confidentiality	3
<u>PART 2: THE PROCEDURE</u>	
Introduction	4
Stage 1 – Front Line Resolution	4
Stage 2 – Complaint Investigation	4-5
Contact details	5
<u>Appendix 1</u>	
Complaints handling procedure flowchart	

PART 1 – THIS PROCESS

Introduction

1. Happy Homes welcomes comments, compliments and complaints equally.
2. We want to provide excellent services and deliver them well, first time for our customers. Where we fail to do so we take ownership and work with customers to resolve any legitimate issues. There may be times, however, when customers feel we have let them down and wish to make a complaint.
3. We recognise the value of customer comments, compliments and complaints equally. Indeed we welcome them all as an important form of feedback on our services and as a means to continuously review and improve the services offered. We will learn from and use the information from complaints to drive forward improvements and respond positively to our customers' needs and expectations. This Complaints Process sets out what we consider a Complaint to be, how we will handle them and how we will monitor the effectiveness of the operation of this Process. Please be assured that there are no adverse repercussions as a result of making a complaint.

Objectives

4. We aim to provide high quality services which respond to the needs of our customers. We acknowledge that occasionally we will not achieve the desired standard and we are committed to reviewing how we can improve this when we are told that we did not do well. We are committed to making it easy for people to provide feedback to us, and to using this feedback to improve our services. We want to resolve all complaints quickly and effectively, resolving them straight away where possible and carrying out thorough investigations when in-depth consideration is needed.

What is a Complaint?

5. A Complaint, for the purpose of this Process, is defined as:

An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by us.

Complaints not covered by this Process

6. Whenever possible, we will deal with all Complaints under this Process except where there are other complaints and appeals procedures which apply to them.
7. Complaints about issues which took place more than 3 months before the date of the submitted/received complaint will not be considered.
8. Complaints which are substantially about issues that we have already considered and/or investigated will not be dealt with again under any circumstance.

How we receive Complaints

9. Complaints may be received:
- in person;
 - by telephone;
 - in writing (written letter or via email).

Support and Advocacy

10. Some people are unsure how to go about making a Complaint, or how best to put their case. Complainants are therefore encouraged to ask somebody they trust to help them with their Complaint or to act on their behalf. This may be, for example, a friend/advocate, a relative, a voluntary organisation, etc.

Anonymous Complaints

11. Some people may hesitate to complain because they are worried that it could result in a poorer service to themselves or their household. Happy Homes will treat all Complaints against it in strictest confidence, supporting a Customer's right to complain. However, it may not always be possible to investigate a Complaint properly that has been made anonymously as there will be no context. Additionally there will be no opportunity of acknowledgement and a final outcome response.

Monitoring, Evaluation and Reporting

12. We will keep a record of Complaints, including dates received, acknowledged, and responded, category of the Complaint, actions taken and lessons learned.

Maintaining confidentiality

13. The Data Protection Act 1998 regulates the way in which organisations can use personal information. When dealing with complaints there are specific issues which need to be kept in mind including that a complaint cannot and will not be discussed with, nor information disclosed to, a third party without the prior written permission of the Complainant.

PART 2: THE PROCEDURE

Introduction

1. This Process has two stages - where possible we will resolve complaints at Stage 1, with the aim of providing a speedy resolution for customers.

Stage 1: Front Line Resolution is for minor complaints, which is defined as those incidents not resulting in any harm or "near miss" harm to individuals; nor any damage to equipment, appliances or other property.

Stage 2: Complaint Investigation is for major/significant complaints, which is defined as those incidents resulting in actual harm or "near miss" harm to individuals; or where there has been any damage to equipment, appliances or other property.

Stage 1 – Front Line Resolution

2. Upon receipt of the minor complaint, all efforts will be made to resolve the complaint as quickly as possible and to the complainant's satisfaction wherever possible.

A decision and/or outcome will be made on the complaint within 5 working days, unless there are exceptional circumstances. The complainant will be notified of the decision/outcome via letter or email.

If the complainant is satisfied with the decision/outcome then the complaint will be closed, the outcome recorded and any identified improvements will be implemented.

If the complainant is not satisfied with the decision/outcome then the complaint will be moved on to Stage 2 – Complaint Investigation.

Stage 2 - Complaint Investigation

3. Upon receipt of the major/significant complaint, or the progression from Stage 1 to Stage 2, a thorough investigation into the complaint will be made.

The service user's key family member, advocate or other working professional will be made aware of the nature of the complaint where appropriate.

4. We will acknowledge receipt of the Complaint to the service user - and to any other appropriate party where applicable - within 3 working days of either receiving the Complaint or agreeing to use the Stage 2 formal process after attempting informal resolution at Stage 1.

5. A team meeting will be arranged where necessary, to include all relevant parties including the complainant and their advocate, key family member, other professional or mediator, etc.

6. The decision/outcome of the investigation will be provided in writing (letter or email) as soon as possible and within 20 working days unless there is a clear reason for extending the timescale, which would be communicated to the complainant and other parties if applicable.

7. The complaint will then be closed, the outcome recorded and any identified improvements will be implemented.

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HAPPY HOMES CONTACT DETAILS:-

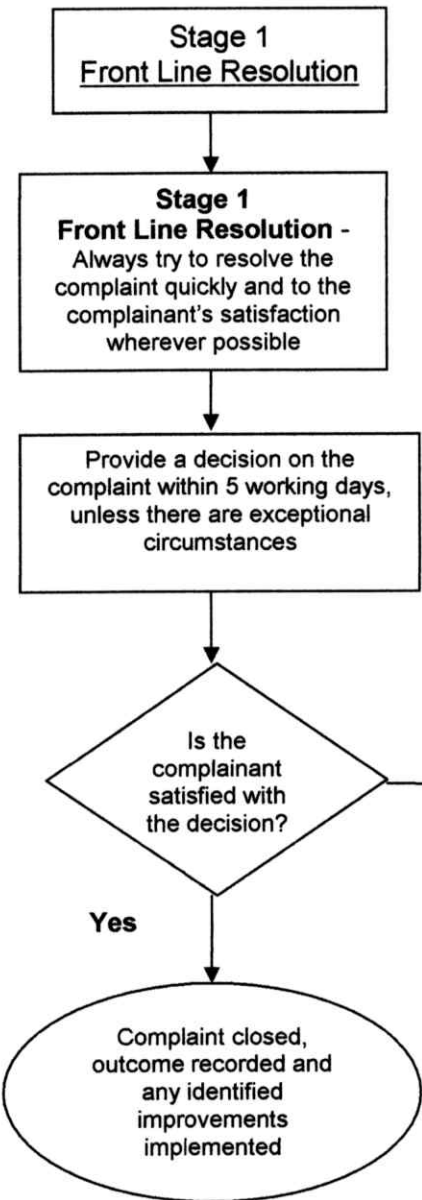
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Complaints Handling Procedure Flowchart

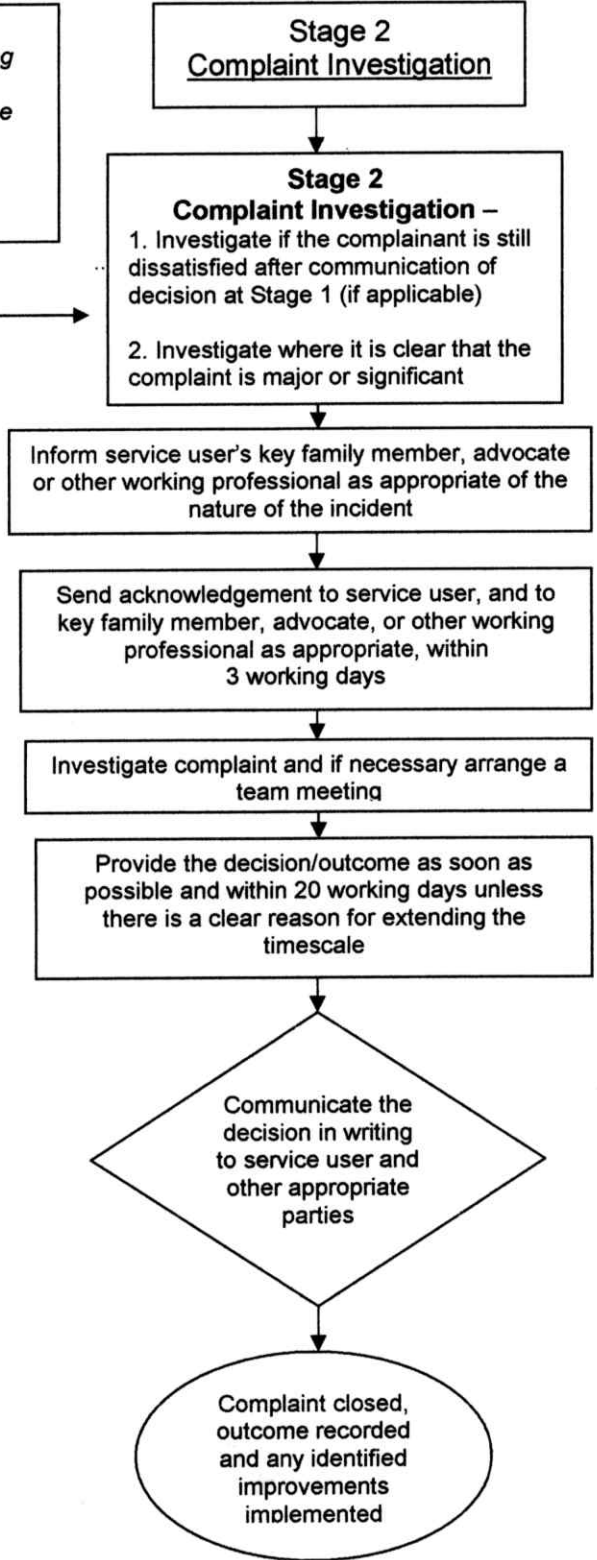
(1) Minor Complaints*:-



*A complaint may be made
in person, by telephone, email or in writing*

*Consider whether the complaint should be
dealt with at*
Stage 1 - Front Line Resolution
or
Stage 2 - Complaint Investigation

(2) Major/Significant Complaints**



DEFINITIONS

***Minor Complaints** are defined as those incidents not resulting in any harm or "near miss" harm to individuals; nor any damage to equipment, appliances or other property.

****Major/Significant Complaints** are defined as those incidents resulting in actual harm or "near miss" harm to individuals; or where there has been any damage to equipment, appliances or other property.