**COMPLAINTS POLICY AND PROCEDURE**

1. **Purpose**

This policy sets out the values, principles and procedures underpinning this care service’s approach to handling complaints to comply with the Health and Social Care Act 2008. Zenith Care aims to provide high quality services that meet the needs and expectations of all those who use our services. We constantly monitor and evaluate our services and we welcome all feedback that contributes to the further development of our organisation and its work.

Zenith Care Recruitment works on the principle that if a service user or anyone who acts in their best interests wishes to make a complaint or register a concern they should find it easy to do so. It is the care service’s 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 service users and their relatives and carers are taken seriously.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. However, Zenith Care Recruitment understands that failure to listen to or acknowledge complaints could lead to an aggravation of problems, service user dissatisfaction and possible litigation.

Zenith Care Recruitment supports the principle that most complaints, if dealt with early, openly and honestly, can be sorted at a local level, ie between the complainant and Zenith Care Recruitment. If this fails due to the complainant being dissatisfied with the result, Zenith Care Recruitment respects the right of the complainant to take the complaint to the next stage by seeking a review with the relevant reviewing body of how the complaint was addressed.

1. **Scope**

Here at Zenith Care we invite and welcome feedback from you as a means of improving the service that we offer, this includes any concerns or complaints that you may have.

Concerns and complaints should be brought to the attention of a member of staff as soon as possible. There is always a senior member of the care team or nurse on duty in all of our homes, as well as a manager on call who will be happy to ensure that concerns or complaints are addressed. We provide our carers, service users relatives, friends and representatives with information about how to complain on a service user’s behalf.

Our aim is always to make sure that the complaints procedure is properly and effectively implemented and that service users feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

We recognise that from time to time people may not be entirely satisfied with the service they receive. In order to ensure that our services remain at a high and improving standard, we have developed this complaints procedure through which you can let us know of any reason that you are not satisfied with your dealings with our staff and/or services.

1. **Procedure for dealing with complaints**

If you are not happy with Zenith Care please tell us:

* If you wish to make a comment or complaint about any aspect of our service delivery, please contact the Registered Manager (see Section 5)
* If you are unhappy with the service you have received from a member of staff at Zenith Care, please either approach the individual yourself and explain why you feel unsatisfied, or if you feel this is difficult or inappropriate please report it to the corresponding manager in the first instance, see section 5 below.

1. **Formal Written Complaints**

If you are not satisfied with our initial response (as above) or if you wish to raise the matter more formally, please put the reasons for your formal complaint in writing to the Recruitment Manager below or if you feel it more appropriate, to any of the Management team members–at the postal address in section 5 below).

1. **How Zenith Care will deal with your complaint**

All complaints and concerns are logged, acknowledged, investigated and our intention is to respond to you within 14 days of receiving the complaint. In some cases, due to the complexity or availability of people required in an investigation, it may take us longer to respond in full. In these situations we will contact you and keep you informed of progress and expected timescales. All complaints are thoroughly investigated and dealt with accordingly.

However, if the complaint is not resolved or you wish to discuss further, please do not hesitate to contact the Registered Manager to which your complaint relates. If you feel it necessary to escalate your complaint at any stage please write to: Managing Director, Zenith Care Recruitment. 119 Ivy House Road Dagenham Essex. RM9 5RP

Zenith Care takes all complaints very seriously and will investigate your complaint fully and aim to give you a further detailed written response within ten working days, setting out how the problem has or will be dealt with and any further action to be taken. Where a complaint is found to be justified, an apology is made and immediate action taken to address the issue in compliance with Regulation 20 Health and social care act 2008 where we ensure Duty of Candour. Action may include training, disciplinary or other action in relation to the staff involved, and changes in procedures or practices to ensure that the matter complained about does not recur.

If, after we have responded you are still not satisfied with the outcome, please write to the Registered Manger, who will report the matter to the next Management Meeting which will decide on any further steps required to resolve the situation fully.

Following this, if you are not satisfied with the outcome, please contact the Local Government Ombudsmen, who will decide whether any further action is to be taken.

1. **Contact details**

**Zenith Care**

Service Manager – [kechia@zenithcarerecruitment.co.uk](mailto:kechia@zenithcarerecruitment.co.uk)

Recruitment Manager– Adebayo James - [Jamesa@zenithcarerecruitment.co.uk](mailto:Jamesa@zenithcarerecruitment.co.uk)

General – [info@zenithcarerecruitment.co.uk](mailto:info@zenithcarerecruitment.co.uk)

Chief Executive – [oluobisesan@zenithcarerecruitment.co.uk](mailto:oluobisesan@zenithcarerecruitment.co.uk)

You can also call and speak to any of these Registered Manager on 020 3865 3998 or write to them at Zenith Care, Zenithcare, 119 Ivy House Road, Dagenham RM9 5RP.

If after exhausting the company policy on complaints you are not fully satisfied with the outcome of an internal investigation, you have the right to refer the complaint to the Local Government Ombudsman and request that it be reviewed:

To contact the Local Government Ombudsman:

Local Government Ombudsman - PO Box 4771, Coventry, CV4 0EH.

You can also call and speak to the Local Government Ombudsman Advice Team on 03000610614 or visit [www.lgo.org.uk](http://www.lgo.org.uk)

**Training**

All Zenith Care Recruitment staff are trained to respond correctly to complaints of any kind. Complaints policy training is included in the induction training for all new staff and updated as indicated by any changes in the policy and procedures and in the light of experience of addressing complaints.

Date complaint made:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Complaint made by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of staff member receiving complaint: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Details (summary)

Could the complaint be resolved on the spot? Yes/no

If yes, give details of action taken

Signature of staff member: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of complainant: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If no:

Date of first response:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of second response: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of third response: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Learning points/change needed

**Complaint Letter**

***From…………………***

***To……………………..***

***Date Complaint Made……………..***

|  |
| --- |
| **Details of Complaint:**  *Signed By…………………………………….* |

Signed: \_\_\_\_\_\_\_Kechi Anyanwu\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_05th December 2021\_\_\_\_\_\_\_\_\_\_\_\_

Policy review date: \_\_\_\_\_31st March 2022\_\_\_\_\_\_\_\_\_\_\_\_\_\_