



Complaints and Compliments Policy -

Moor and Coast Care's aim is to always provide the highest standard of support and service to individuals, families, legal representatives, commissioners, agencies, and any other partners associated with Moor and Coast Care.

Moor and Coast Care operate an open and honest culture where we encourage and welcome feedback, complaints and compliments and view them as an opportunity for recognition, learning, adaption, improvement and helping Moor and Coast Care provide a high-quality safe service.

Moor and Coast Care will ensure that where complaints are raised these are listened to with courtesy and compassion, managed properly, taken seriously, investigated thoroughly and where they are upheld, the problems are put right with lessons learnt so they do not occur again.

A clear procedure explaining how to raise a complaint or concern can be located within our accompanying handbook and our website. Associated guidance material is available to both individuals who receive Moor and Coast Care support and families, as well as the public.

Definition

Compliment: Is when you praise an individual or service for the things they are doing well

Concern: A concern is where there is some doubt about whether the service or its colleagues are doing their work safely, effectively or in-line with their legal duty.

Complaint: CQC say 'An expression of dissatisfaction with something. This can relate to any aspect of a person's care, treatment or support and can be expressed verbally, in gesture or in writing.' This is not limited to individuals Moor and Coast Care support but is open to anyone who encounters the service.

Complaints can be '**formal**' or '**informal**'

Moor and Coast Care has procedures in place to address both formal and informal complaints. An informal complaint might not be in writing and as a result no proof of it being made. Moor and Coast Care still has a duty to act on such complaints that may be made verbally.

Formal complaints are often in writing, email or on a complaint form. Moor and Coast Care will discuss whether the complainant wishes to make an informal complaint or concern, or a formal complaint to be addressed through the complaints process. For ease;

Complaints should be addressed to:

Luke Bankhead

Nominated Individual

Moor and Coast Care- Unit F6 St Hildas Business Centre

The Ropery

YO22 4ET

Email info@moorandcoastcare.co.uk

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A complaint or any type of feedback can be made verbally, in writing, via email, over the phone, through a colleague or through an advocate or representative.

Policy

Receiving Compliments

Moor and Coast Care acknowledge the importance in celebrating the successes of our service and colleagues. We will ensure anonymity when requested and share compliments with our colleagues to provide everyone with an opportunity to hear and celebrate what we do well and where possible, replicate it.

Managing Feedback and Suggestions

Moor and Coast Care encourage and engage people to provide feedback and suggestions through the processes we have in place. Suggestions will be recorded and acted upon with assurance that feedback will be given.

- Parent/carer survey (where applicable)
 - Review sites
 - Supervisions
 - Meetings with individuals
 - Colleague surveys
 - Registered Manager or delegated others actively contacting parties for feedback and updates
- are only a few ways that Moor and Coast Care will collate information about the quality of the service we provide.

1 Managing Complaints

1.1 Moor and Coast Care will ensure a culture that encourages everyone accessing, working within, or receiving packages of support to feel confident that their worries and complaints are listened to and acted upon in a timely manner.

1.2 Confidentiality will be assured unless information needs to be shared with relevant parties to aid full investigation, this will be in line with legislation and data sharing principles.

1.3 Individuals will be supported in the way that meets their individual needs to understand what a complaint is and how they can make one.

1.4 Complaints procedures will be available in different formats to meet the accessible information standard.

1.5 Moor and Coast Care assures both individuals and families that anyone who raises a complaint will be protected from discrimination, harassment, or disadvantage, as detailed in the Wiki.

1.6 Moor and Coast Care believe that the earlier issues are dealt with in an open and honest way, they can be resolved locally between the service and the individual who raised the complaint.

1.7 All complaints will be investigated fully and fairly, with outcomes and agreed actions shared with the person who raised the complaint.

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- Moor and Coast Care will provide written acknowledgement of a complaint within 7 days.
- Moor and Coast Care will endeavour to deal with any complaint within 28 days. Where this may not be possible this will be acknowledged with an agreed further timescale explaining the reason for any delay.
- Following investigation, a formal response will be given and where appropriate to do so apologies will be made. Moor and Coast Care believe in saying sorry where this is needed.

1.8 Moor and Coast Care respect that where dissatisfaction remains, people have the right to a review by the relevant reviewing body and Moor and Coast Care will support this process by signposting the person through the escalation process. This may be via your local authority or the Social Care Ombudsman. It is important to note that CQC do not deal with complaints.

1.9 Where a complaint concerns issues relating to housing, individuals will be signposted to their tenancy agreement and landlord for complaints to be made., that includes escalation to the Housing Ombudsman Service if the individual remains dissatisfied by the outcome.

2. Record Keeping and Managing Complaints

2.1 Moor and Coast Care will ensure that there is a clear system in place for identifying, receiving, recording, handling, and responding to complaints.

2.2 All complaints will be formally acknowledged and thoroughly investigated, working positively with other services as necessary.

2.3 Moor and Coast Care will meet any statutory requirements relating to reporting Duty of Candour and appropriate notifications to regulatory bodies.

2.4 Moor and Coast Care will ensure the complaints procedure aligns to best practice recommendations provided by the Local Government and Social Care Ombudsman (LGO).

2.5 Moor and Coast Care will ensure all complaints and their outcomes are logged to ensure trends and themes are identified and reported on. An annual summary is produced and shared with stakeholders.

3. Colleagues Role with Managing Complaints

3.1 Moor and Coast Care colleagues are responsible for ensuring the locality manager is made aware of any compliment, suggestions or complaints that are raised in a timely manner. This extends to include the responsibility of supporting individuals and/or their family or friends through the complaints procedure.

3.2 Colleagues will be able to provide the complaints procedure in the preferred format that suits the preference of the person raising the complaint.

3.3 Colleagues will promote a culture that is open, honest, and transparent, encouraging anyone who accesses the service to feel comfortable to raise complaints and suggestions without fear of retribution, seeing feedback as a means of reflection for continuous improvement.

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3.4 Complaints or concerns by colleagues will be addressed via the grievance process, if the complaint or concerns relates to them individually, or via the Whistleblowing process where a protected disclosure is made.

4. Individuals/Stakeholders

4.1 Moor and Coast Care will ensure appropriate information and resources are made available to all stakeholders on how to make a complaint, concern or compliment. These will take the form of, service user guides, contracts, posters where appropriate, and this policy, and these are provided where needed in accessible formats.

5. Advocacy

5.1 Individuals will be supported to access an advocate of their choice, to provide impartial support in the complaints process where other support may be unavailable or they are requested.

6. Safeguarding

6.1 Any feedback, concern or complaint relating to safeguarding will trigger the Moor and Coast Care safeguarding procedures.

Review

This policy will be reviewed by the Senior Managers at regular intervals but at least annually to ascertain what is working well and what is not working as it might. It will be updated to reflect learning from colleague and individual experiences as well as changes required by regulation and/or legislation. Recommendations for change will be presented to the Senior Management Board for authorisation.

The Law Relating to this Policy

- **Compensations Act 2006**
- **The Care Act 2014**
- **The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014**
- **Human Rights Act 1998**
- **The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009**
- **Mental Capacity Act 2005**
- **Mental Capacity Act Code of Practice**
- **Data Protection Act 2018**
- **Equality Act 2010**
- **Accessible Information Standards 2015**

Associated Policies

- Safeguarding Adults who may be at risk
- Provision of Information
- Respecting and involving People
- Whistleblowing

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<https://www.cqc.org.uk/guidance-providers/registration/supporting-documents-domiciliary-care-agencies#hide12>

<https://www.housing-ombudsman.org.uk/>

<https://www.lgo.org.uk/information-centre/news/2018/jul/adult-social-care-guides- launched-to-help-providers-deal-with-complaints-better>

<https://www.lgo.org.uk/assets/attach/4355/Single%20comms2%20-%20v2.pdf>

<https://paradigm-uk.org/what-we-do/reach-support-for-living/>

https://www.cqc.org.uk/sites/default/files/2022-06/900582%20Right%20support%20right%20care%20right%20culture_v5_0.pdf

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