Complaints Policy

Policy Statement

Korus Health Ltd complaints policy is intended to comply with CQC's Standards.

Korus Health accepts the rights of service users to make complaints and to register concerns about the services received. It further accepts that they should find it easy to do so. It welcomes complaints and looks upon them as opportunities 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, carers and advocates are taken seriously.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is not part of the company's disciplinary policy.

Korus Health Ltd believes that failure to listen to or acknowledge complaints leads to an aggravation of problems, service user dissatisfaction and possible litigation. The company supports the idea that most complaints, if dealt with early, openly and honestly, can be sorted at a local level between just the complainant and the organisation.

This company acts on the basis that, wherever possible, complaints are best dealt with on a local level between the complainant and the company's management. If either of the parties is not satisfied by a local process, the next step is to refer the matter to the Care Quality Commission for it to investigate, or alternatively the complainant may contact the Local Government Ombudsman (LGO).

However, the company also recognises the right of complainants to approach the Care Quality Commission or local Authorities directly particularly if the complaint involves alleged abuse. The company also includes CQC, local authorities and LGO contact information in Patient Information - Complaints.

Aim of the Complaints Procedure

Korus Health Ltd aims to ensure that its 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. Specifically it aims to ensure that:

(a) Service users, carers, users and their representatives are aware of how to complain and that the company provides easy to use opportunities for them to register their complaints.

(b) A named person will be responsible for the administration of the procedure

(c) Every written complaint is acknowledged within 7 working days

(d) All complaints are investigated within 28 working days of being made

(e) All complaints are responded to in writing within 28 working days of being made

(f) Complaints are dealt with promptly, fairly and sensitively, with due regard to the upset and worry that they can cause to both staff and service users.

Responsibilities

The named complaints manager with responsibility for following through complaints for the company is Matt Wilcox, Operations Manager.

Contact Details:

Matt Wilcox

Operations Manager

Korus Health

Glashouse

Trevissome Park

Truro

TR4 8UN

Telephone Number: 01872 555755

Complaints can also be sent via e-mail using the address: ppl.korushealth@nhs.net

The CQC contact details are:

Care Quality Commission

CQC East

City Gate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Tel: 03000 616161

Fax: 03000 616172

Email: enquires.eastern@cqc.org.uk

Complaints Procedure

A complaint may be made by telephone, in person, in writing or by e-mail. All complaints will be

investigated by the HR and Compliance Manager.

Verbal complaints

- Front-line care staff who receive a verbal complaint are expected to seek to solve the problem immediately.
- If they cannot solve the problem immediately, they should offer to refer the complaint to a manager to deal with the problem.
- Staff are expected to remain polite, courteous, sympathetic and professional to the complainant. They are taught that there is nothing to be gained by adopting a defensive or aggressive attitude.
- At all times in responding to the complaint, staff are encouraged to remain calm and respectful.
- Staff should not accept blame, make excuses or blame other staff.
- If the complaint is being made on behalf of the service user by an advocate, it must first be verified that the person has permission to speak for the service user, especially if confidential information is involved. If in doubt it should be assumed that the service user's explicit permission is needed prior to discussing the complaint with the advocate.
- After talking the problem through, the manager or member of staff dealing with the complaint will suggest a course of action to resolve the complaint. If this course of action is acceptable then the member of staff should clarify the agreement with the complainant and agree a way in which the results of the complaint will be communicated to the complainant. If the suggested plan of action is not acceptable to the complainant, then the member of staff or manager will ask the complainant to put their complaint in writing.

Details of all verbal and written complaints must be recorded in the Complaints Register.

Written complaints

Written complaints should be sent to:

Matt Wilcox

Operations Manager

Korus Health

Glashouse

Trevissome Park

Truro

TR4 8UN

Or via email: ppl.korushealth@nhs.net

- Preliminary steps:

(a) When the company receives a written complaint it will be recorded on the complaints register and an acknowledgment will be sent within 7 working days.

(b) If necessary, further details are obtained from the complainant; if the complaint is not made by

the service user but on the service user's behalf, then consent of the service user, preferably in writing, must be obtained from the complainant

(c) If the complaint raises potentially serious matters, advice could be sought from a legal advisor. If legal action is taken at this stage, any investigation by the company under the complaints procedure immediately ceases.

(d) If the complainant is not prepared to have the investigation conducted by the company, they will be advised to contact the Care Quality Commission or PALS and be given the relevant contact details.

- Investigation of the complaint by the company:

(a) Immediately on receipt of the complaint, the Oeprations Manager will start an investigation and within 28 working days should be in a position to provide a full explanation to the complainant.

(b) If the issues are too complex to complete the investigation within 28 working days, the complainant will be informed of any delays.

(c) A detailed explanation of the results of the investigation will be sent and also an apology if it is deemed appropriate (apologising for what has happened need not be an admission of liability)

(d) A written response gives the company management the opportunity to show the complainant that the matter has been taken seriously and has been thoroughly investigated.

- Follow-up action:

(a) The written response will include details of how to approach the Care Quality Commission if the complainant is not satisfied with the outcome.

(b) The outcomes of the investigation are recorded in the complaints file and any shortcomings in company procedures will be identified and acted upon

(c The Clinical Governance Committee will formally reviews all complaints at least every 6 months as part of its quality monitoring and improvement procedures to identify the lessons learned.

Duty of care to staff

Korus Health recognises its responsibility to protect the safety and wellbeing of our staff who deal with patients and our partners. We will ensure that we take suitable steps to remove or reduce the likelihood and effect of unacceptable behaviour towards any member of staff and will take steps to demonstrate that this behaviour will not be tolerated and this includes how we deal with complaints.

Anonymous complaints

Korus Health Ltd ensures that all complaints are taken seriously, this includes complaints received anonymously. All complaints are recognised, fully investigated and necessary steps are taken to resolve the issues and improve the service provided. Due to a complaint being made anonymously, Korus Health are unable to respond to the complainant directly to ensure that the complaint has been

dealt with to their satisfaction, however as with every complaint, all anonymous complaints are recorded in the Complaint Register.

Escalation Procedure

Once the investigation has run its course and/or the 28 working day deadline has been exceeded, if the complainant believes that the investigation and outcome has not met the standards set out in the policy, the complainant has the option to escalate the complaint to:

Contact Details:

Ben Tyler

Chief Operations Officer

Korus Health

Glashouse

Trevissome Park

Truro

TR4 8UN

Telephone Number: 01872 555755

Alternatively, once a complaint has been fully dealt with by Korus Health, if the complainant is not satisfied with the outcome, the complainant can approach the Local Government Ombudsman (LGO). The LGO provides a free, independent service. The complainant can contact the LGO Advice Team for information and advice, or to register their complaint on:

Telephone Number: 0300 061 0614

E-mail: advice@lgo.org.uk

Website: www.lgo.org.uk

Training

The complaints policy and procedures are included in new staff members' induction training. The policy will be updated and staff will be informed by email and added as an agenda item on the next staff meeting.