

Complaints Procedure

Introduction

Advance Home Help and Support Services LTD aim to provide high standards of care to all of our service users.

Our Service Users' views are valued by us and help to ensure our services are consistently meeting people's needs. In the event you find cause for complaint about our service, or a member of our staff, it is important that you let us know.

If a complaint alerts us to possible abuse or neglect, we will inform the Council's Adult Safeguarding Team. The Safeguarding Team will then decide how to investigate and monitor outcomes.

Making a Suggestion

If you feel more comfortable suggesting improvements than complaining formally; suggestions can be made by anyone receiving services, or their family/ friends. To make a suggestion you can:

- Speak to the Registered Manager or one of our other Senior Managers
- Utilise available comments or suggestion boxes if you would rather make your suggestion that way
- If the suggestion is something that Advance Home Help and Support Services Ltd as a company needs to consider you can send it to:

Registered Manager

Advance Home Help and Support Services Ltd
206 Turners Hill
Cheshunt
Herts
EN8 9DE

Making a Complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

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Advance Home Help and Support Services Ltd ensures that we will not withdraw or reduce services because someone makes a complaint in good faith.

Who Can Complain

Anyone affected by the way Advance Home Help and Support Services Ltd provides services can make a complaint.

A representative can make a complaint for the affected person if they:

- Have died
- Cannot make a complaint themselves, or
- Have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

How to make a complaint

You can complain:

- In person
- By telephone
- By email
- Through a member of our staff
- Through an advocate of representative

Where someone complains verbally we will make a written record and provide a copy within 7 working days

- By letter
- By email

Anonymous Complaints

We deal with anonymous complaints under the same procedure. However, it should be noted, if you provide contact details, we can update you on the outcome of the investigation.

Responsibility

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The Registered Manager has overall responsibility for dealing with all complaints made about the service.

We will provide as far as is reasonably practical:

- Any help you need to understand the complaints procedure
- Advice on where you may get help
- Information about making a complaint in a way you can understand

How We Handle Complaints

The Registered Manager or Advance Home Help and Support Services Ltd may ask one of the management team members to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will formally acknowledge a complaint within **7 working days** and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of your complaint. We aim to have all complaints dealt with fully within **28 working days** unless we agree to a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- Details of the findings
- Any action we have taken
- Our proposals to resolve your complaint

Time Limits

You should complain as soon as you can after the date on which the event occurred or came to your attention. If you complain more than 12 months later, we may not be able to investigate properly. However, we will consider whether you had a good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

Further Steps

At any stage during the process, if you are not happy with the way the service is dealing with your complaint, you can contact the Registered Manager at:

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Advance Home Help and Support Services Ltd
206 Turners Hill
Cheshunt
Herts
EN8 9DE

Tel: 02083506239 or 07950648301

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Local Government and Social Care Ombudsman and ask for it to be reviewed. The Local Government and Social Care Ombudsman provides a free independent service.

You can contact them at:

The Local Government and Social Care Ombudsman
PO BOX 4771
Coventry
CV4 0EH
Tel: 0845 602 1983 or 024 7682 1960
Email: advice@lgo.org.uk

NB: The Ombudsman will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Advance Home Help and Support Services Ltd is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers but is happy to receive information about services at any time.

You can contact the CQC at:

Care Quality Commission
National Correspondence
Citygate, Gallowgate
Newcastle Upon Tyne
NE1 4PA
Tel: 03000 616161

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Fax: 03000616171

Website: www.cgc.org.uk

Other organisations that may be able to help

Age UK Enfield Information, Advice & Advocacy Service offers an independent, confidential service for people over the age of 50 and their carers living in the London Borough of Enfield.

Age Concern Information, Advice & Advocacy Service
Vincent House
2E Nags Head Road
Enfield
EN3 7FN

Email info@ageukenfield.org.uk

Telephone 020 8375 4124

<http://www.ageuk.org.uk/enfield/information--advice/>

We can provide this policy in other languages or in other format on request

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