



Complaints procedure

Version	1.1
Date	August 2017
Next review due	August 2018

Contents

1. Introduction.....	3
2. Making a suggestion.....	3
3. Making a complaint.....	3
4. Who can complain.....	3
5. How you can make a complaint.....	4
6. Anonymous complaints.....	4
7. Responsibility.....	4
8. How we handle complaints.....	4
9. Time limits.....	4
10. Further steps.....	5
Appendix A - Timescales.....	5

1. Introduction

We always aim to provide a high standard of care in all our services. Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services it is important that you let us know.

If a complaint alerts us to possible abuse or neglect we will inform Enfield Council's adult safeguarding team. The safeguarding team will decide how to investigate and monitor outcomes.

2. Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, and their friends/ family, may make a suggestion.

First you should speak to the Manager or their Deputy.

Comments or suggestion boxes are available if you would rather make your suggestion that way.

If the suggestion is something that Independence and Well Being Enfield Limited as a company needs to consider you can send it to:

Service Manager
Independence and Well Being Limited
P.O.Box 50
Civic Centre
Silver Street
Enfield
EN1 3XA

3. 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.

Independence and Well Being Enfield Limited assures service users and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

4. Who can complain

Anyone affected by the way Independence and Well Being Enfield Limited provides services can make a complaint.

A representative may complain 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.

5. How you can make a complaint

You can complain:

- in person
- by telephone
- through a member of our staff
- through an advocate or representative

where someone complains orally we will make a written record and provide a copy of it within 3 working days

- by letter
- by email

6. Anonymous complaints

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.

7. Responsibility

The Registered Managers for the Care Quality Commission registered services (Adult Placement Scheme, Bridgewood House, Enablement, Outreach) –have overall responsibility for dealing with all complaints made about their service.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

8. How we handle complaints

The Responsible Person may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree 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; and
- our proposals to resolve your complaint.

9. Time limits

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

10. 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 Managing Director at:

Independence and Well Being Enfield Limited
P.O. Box 50
Civic Centre
Silver Street
Enfield
EN1 3XA

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

You can contact the LGO at:

Tel: 0300 061 0614
Website: www.lgo.org.uk

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

Adult Placement Scheme, Bridgewood House, Enablement, Outreach are 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
Web site: www.cqc.org.uk

Appendix A - Timescales

Activity	Standard Timeframe	Extended Timeframe
Making a complaint	12 months from the incident occurring	At the discretion of the Company
Acknowledging a complaint	2 working days (first stage) 5 working days (final stage)	N/A
Responding to a first stage complaint	10 working days (from acknowledgement)	Up to a maximum of 20 Working days unless

		agreed by the complainant
Escalating a complaint from first stage to final stage	20 working days	At the discretion of the Company
Responding to a final stage complaint	30 working days (from allocation to the investigating officer)	Up to a maximum of 40 Working days to unless agreed by the complainant
Complaining to the Local Government Ombudsman	12 Months after the complainant becomes aware of the issue	At the discretion of the Local Government Ombudsman