



Padda Group

## **Complaints Policy & Procedure**

### **Policy Statement**

The organisation accepts the rights of clients and their representatives to make complaints and to register comments and concerns about the services received. It further accepts that they should find it easy to do so. It welcomes complaints, seeing them as opportunities to learn, adapt, improve, and provide better services.

### **Purpose**

This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by clients and their relatives, carers and advocates are taken seriously. It 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. This organisation believes that failure to listen or acknowledge complaints leads to an aggravation of problems, resident dissatisfaction, and possible litigation. The organisation 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.

### **Aim of the Complaints Procedure**

We aim to ensure that the complaints procedure is properly and effectively implemented, and that clients feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

Specifically, we aim to ensure that:

- Clients, carers, and their representatives are aware of how to complain and that the company provides easy to use opportunities for them to register their complaint.
- A named person will be responsible for the administration of the procedure.
- Every written complaint is acknowledged within 5 working days.
- All complaints are investigated within 14 days of being made.
- Complaints are dealt with promptly, fairly, and sensitively, with due regard to the upset and worry that they can cause to both resident and staff.

### **Responsibilities**

The Registered Manager is responsible for following through complaints. However, there may be a specific post with responsibility for complaints. Communication between this post and Registered Manager should be clear and transparent in order that the Registered Manager can demonstrate and evidence compliance.



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## **Complaints Procedure**

### **Verbal Complaints**

- The organisation accepts that all verbal complaints, no matter how seemingly unimportant, must be taken seriously.
- 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 get their line 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 make excuses or blame other staff.
- After discussing the problem, the manager or member of staff dealing with the complaint will suggest a means of resolving it. If this course of action is acceptable then the member of staff should clearly clarify the agreement with the complainant and agree a way in which the results of the complaint will be communicated to the complainant (i.e. through another meeting or by letter).
- 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 to the Registered Manager. The complainant should be given a copy of the company's complaint procedure if they do not already have one.
- Details of all verbal and written complaints must be recorded in the complaints book and the clients file.

### **Serious or written complaints**

- Preliminary steps
  - When we receive a written complaint, it is passed to the designated lead manager, who records it and sends an acknowledgment letter within 5 working days to the complainant.



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- The manager also includes the organisation's procedure for the complainant. (Designated lead is a named person who deals with the complaint through our process).
- If necessary, further details are obtained from the complainant: if the complaint is not made by the resident but on the resident's behalf, then consent of the resident, preferably in writing, must be obtained from the complainant where required.
- If the complaint raises potentially serious matters, advice should be sought from a legal advisor. If legal action is taken at this stage, any investigation by the organisation under the complaint's procedure ceases immediately.
- Investigation of the complaint by the organisation:
  - Immediately on receipt of the complaint, the complaints manager will start an investigation and within 14 days should be in a position to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned.
  - If the issues are too complex for the investigation to be completed within 28 days, the complainant will be informed of any delays.
  - Where the complaint cannot be resolved between the parties, an arbitration service will be used. This service and findings will be final to both parties. The cost of this will be borne by the organisation.
- Meeting
  - If a meeting is arranged, the complainant will be advised that they may, if so desired, bring a friend, relative or representative such as an advocate.
  - At the meeting a detailed explanation of the results of the investigation will be given, in addition to an apology if deemed appropriate (an apology is not necessarily an admission of liability).
  - Such a meeting gives the management the opportunity to show the complainant that the matter has been taken seriously and investigated thoroughly.
- Follow-up action
  - After the meeting, or if the complainant does not want a meeting, a written account of the investigation will be sent to the complainant. This



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includes details of how to approach the CIW if the complainant is not satisfied with the outcome.

- The outcomes of the investigation and the meeting are recorded and any short comings in company procedures will be identified and acted upon.
- The company management formally reviews all complaints at least every six months as part of its quality monitoring and improvement procedures to identify the lessons learned.

### **Vexatious Complainers**

The organisation takes seriously any comments or complaints regarding its service. However, there are clients who can be treated as “vexatious complainers” due to the inability of the organisation to meet the outcomes of the complaints, which are never resolved. Vexatious complainers need to be dealt with by the arbitration service, so that the repeated investigations become less of a burden on the organisation, its staff, and other clients.

### **Lodging a written complaint**

Anyone who wishes to lodge a complete with a Padda service should email their complaint to the following locations:

PPSC Home Care – [info.ppsc@paddacare.com](mailto:info.ppsc@paddacare.com)

Glanmarlais Care Home – [info.glanmarlais@paddacare.com](mailto:info.glanmarlais@paddacare.com)

Treforys Care Home – [info.treforys@paddacare.com](mailto:info.treforys@paddacare.com)

Llandybie Nursing Home – [info.llandybie@paddacare.com](mailto:info.llandybie@paddacare.com)

Complainants should also cc in the Responsible Individual of the service - [piers.tumeth@paddacare.com](mailto:piers.tumeth@paddacare.com)

### **Public Service Ombudsman Wales (PSO)**

This service is for those who wish to complain about public services but includes providers of adult social care.

1 Ffordd Yr Hen Gae

Pencoed

CF35 5LJ

0300 7900203



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### **Local Authority-funded Clients**

Any resident part or wholly funded by their Local Authority can complain directly to the complaints manager (Adults) who is employed directly via the Local Authority.

### **Relevant Contacts**

#### **Social Services Local Office**

Carmarthen  
Government Buildings  
Picton Terrace  
Carmarthen  
SA31 3BT  
03000625004

#### **Swansea**

Civic Centre  
Oystermouth Road  
Swansea  
SA1 3SN  
01792 636519

#### **County Police Head Quarters**

Cockett Police Station  
John Street  
Cockett  
Swansea  
SA2 0FR

Dyfydd Powys Police  
Nantycaws  
Llangunnor  
Carmarthen  
SA31 2PF

#### **Out of Hours Service (Social Services)**

Swansea      01792 775501    Carmarthen    01558 825485

This service is available when social services offices are closed

#### **To raise concerns to the regulator CIW, contact:**

The Care Inspectorate Wales  
CIW South West Wales  
Welsh Government Buildings  
Picton Terrace  
Carmarthen  
SA31 3BT  
EMAIL: [ciw@gov.uk](mailto:ciw@gov.uk)