

COMPLAINTS POLICY & PROCEDURE

PRINCIPLES:

Bespoke will endeavor to provide the highest standards of service possible in order to meet patient's present and future requirements. For this reason, we welcome comments, compliments or complaints so that we can correct any shortcomings if they arise. We will:

- Endeavour to provide an immediate resolution for minor verbal complaints or incidents, and where possible, a course of action within 24 hours.
- Acknowledge all written complaints within 3 working days from the date of receiving the complaint.
- Investigate all written complaints and report on the outcomes to the complainant within 15 working days (except where the nature of the complaint is such that an investigation would take longer).
- Agree in conjunction with the complainant the course of action to remedy any complaint.
- Keep a full written record of the nature and details of the complaint received, and the action taken to resolve it.
- All complaints are categorised which enable the Company to identify any pattern. The Company as a minimum undertakes an annual audit of complaints received.

CLIENTS COMPLAINTS PROCEDURE

How To Complain:

- In the unlikely event you find cause for complaint with our service or with a member of our staff, the following procedure should be followed in order for us to deal with your grievance quickly and effectively:
- If your complaint is of a minor nature or a verbal complaint and you feel it can be resolved by talking to someone please telephone your Regional Care Manager.
- If your complaint is of a more serious nature about the way you have been treated or with any aspect of our service, or you are unhappy with the conduct of a particular colleague please put your complaint in writing to your Regional Care Manager.

How the complaint will be dealt with:

- On receiving the complaint, we will log all details of the complaint on to the complaints file and a record will be placed on the client and Care worker file.
- Full details of investigation, the outcome and any action take, will also be fully recorded.
- We will investigate the complaint by undertaking a full discussion with you and any other persons who may be involved. At this stage, it may be necessary for an appropriate member of BHSC staff to visit you to take a written statement of events. This visit will be made with your full consultation at a time that is convenient to you.

We will keep you informed of the details of our findings, the actions we have taken and proposals to resolve your complaint.

In the event of any specific allegations of abuse being made the CQC will be informed.

In the event that a complaint of misconduct is made against a Registered Nurse, we will report this to the Professional Conduct Office of the Nursing and Midwifery Council and CQC. The nurse will be kept fully informed of the complaint at all stages.

During the course of the investigation, the worker you have made a complaint against will not be assigned any further work with you, and depending on the severity of the complaint may be suspended during the period of investigation.

If you are dissatisfied with the outcome provided by BHSC you may complain directly to:

Director
Bespoke
Foxhall Business Centre
2 King Street
Nottingham
NG1 2AS

Please remember it is your absolute right to complain if you wish. It will not in any way endanger or jeopardies the service you are receiving from us.

COMPLAINTS PROCEDURE

On receiving a complaint the Regional Care Manager will log the details of the complaint and categories according to BHSC codes of complaints. All complaints should be located in a separate folder and recorded on the Company one page pre-printed complaints form. Details of the complaint logged should include:

- Date.
- Name of person making the complaint.
- Details of the complaint.
- Initial action.
- Action taken to reach a satisfactory conclusion.
- Signature of the person dealing with the complaint countersigned by the manager.

This record should be placed on both the clients and staff members file.

COMPLAINTS CODES

Level 1

Verbal complaint - Regional Care Manager to complete complaint form and send to Registered manager and Executive Care Manager.

- Staff member continually late for shift
- Payroll or timesheet issue
- Staff member Attitude or poor performance
- Attitude of BHSC staff

Level 2

Written complaint – Regional Care Manager to complete complaint form and send to Registered manager and Executive Care Manager

- Failed service
- Professional Misconduct
- Error in drug administration

- Where possible for verbal and minor complaints or incidents an initial investigation by the RCM should be undertaken. If by talking to the staff member and client involved a satisfactory outcome is gained then the BHSC staff member can provide an immediate resolution with a course of action within 24hrs and inform Registered manager of the outcome (Level 1).
- The RCM will acknowledge all written complaints within 3 working days from the date of receiving the complaint (Level 2).
- An appropriate member of BHSC will investigate all written complaints by interviewing the health care worker involved, the client and any other relevant persons involved, for example clients partner, another healthcare worker. This must be conducted in a private location. A written report on the outcomes of the investigation of the complainant should be logged on the client's file and copy sent out to these individuals within 15 working days (Except where the nature of the complaint is such that an investigation would take longer). (Level 2).
- Once the complainant has received your investigation outcomes, and then BHSC will agree in conjunction with the complainant the course of action to remedy the complaint to a satisfactory conclusion.
- BHSC must keep a full written record of the nature and details of the complaint received, and the action taken to resolve it in the clients file.
- In the event that a complaint of misconduct is made against a Registered nurse, the Clinical Director will report this to the Professional Conduct Office of the Nursing and Midwifery Council. You can report this on the Internet via the NMC website where there is a complaints form. The Nurse will be kept fully informed by the Clinical Director of the complaint at least every 7 days until resolved (Level 2).
- In the event that a complaint of misconduct is made against a Registered nurse, the Clinical Director will also report this to the CQC.
- Where serious allegations of theft, fraud or abuse are made the patient will be encouraged to call the police.

During the course of investigation, the healthcare worker who has had the complaint made against them will not be assigned to that client, and depending on the severity of the complaint (decided by the Registered Manager and Director) may be suspended from all work for the Company until such time as the complaint has been investigated and a decision reached to the satisfaction of the patient.

If the client or the healthcare worker is dissatisfied with the outcome provided, they may appeal to the Director.