

Complaints and Compliments Handling Policy

Outcome

Those who use services of GCS Health care Services or work for GCS Health Care Services are known that all their complaints and comments are listened and actioned effectively. And all of them are fully aware that they were not discriminated if they complaint.

Aim of the Policy

Our main aim is to assure our clients and employees that the procedure of complaints is undertaking in very appropriate manner.

Policy Statement

GCS Healthcare fully complies with all outcomes and regulations for supplying staffing to Care Homes and Nursing Homes.

GCS Healthcare believes that if a Client or Worker wishes to make a complaint or register a concern they should find it easy to do so. It is the organization's policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services.

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

GCS Healthcare believes that failure to listen to or acknowledge complaints will lead to an aggravation of problems, clients or workers dissatisfaction and possible litigation. GCS Healthcare supports the principle that most complaints if dealt with early, openly and honestly, can be sorted at a local level between the complainant and the organization. If this fails due to the complainant being dissatisfied with the result, GCS Healthcare will respect the right of the complainant to take the complaints to the next stage.

GCS Healthcare's complaints procedure complies fully with the current legislation and regulations.

GCS Healthcare is committed to providing its best services to both its clients and staff. If a situation arises your dissatisfaction, we need you to inform us about it either formally or informally. This will help us to not only resolve this issue by taking appropriate or necessary steps but also avoid future complaints and improve our standards.

If you have a complaint, please contact us with the details on a paper or using our complaint form.

What will happen next?

1. When a formal complaint is submitted, we will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure
2. We will then investigate your complaint. This will normally involve passing your complaint to the Services Delivery Manager, who will review your matter file and speak to the member of staff concerned/involved.
3. The Manager will then invite you to a meeting to discuss and hopefully resolve your complaint. S/he will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, we will write to you to confirm what took place and any solutions s/he has agreed with you.
5. If you do not want a meeting or it is not possible, our complaint resolution department will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and the department will forward this complaint along with the decision taken to the Quality System Manager to review the first decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. In case if you are still not satisfied with the decision made at this stage, you can take up the matter to company's director who will personally look into your complaint to your satisfaction at an appropriate time.

If we have to change any of the timescales above, we will let you know and explain why.

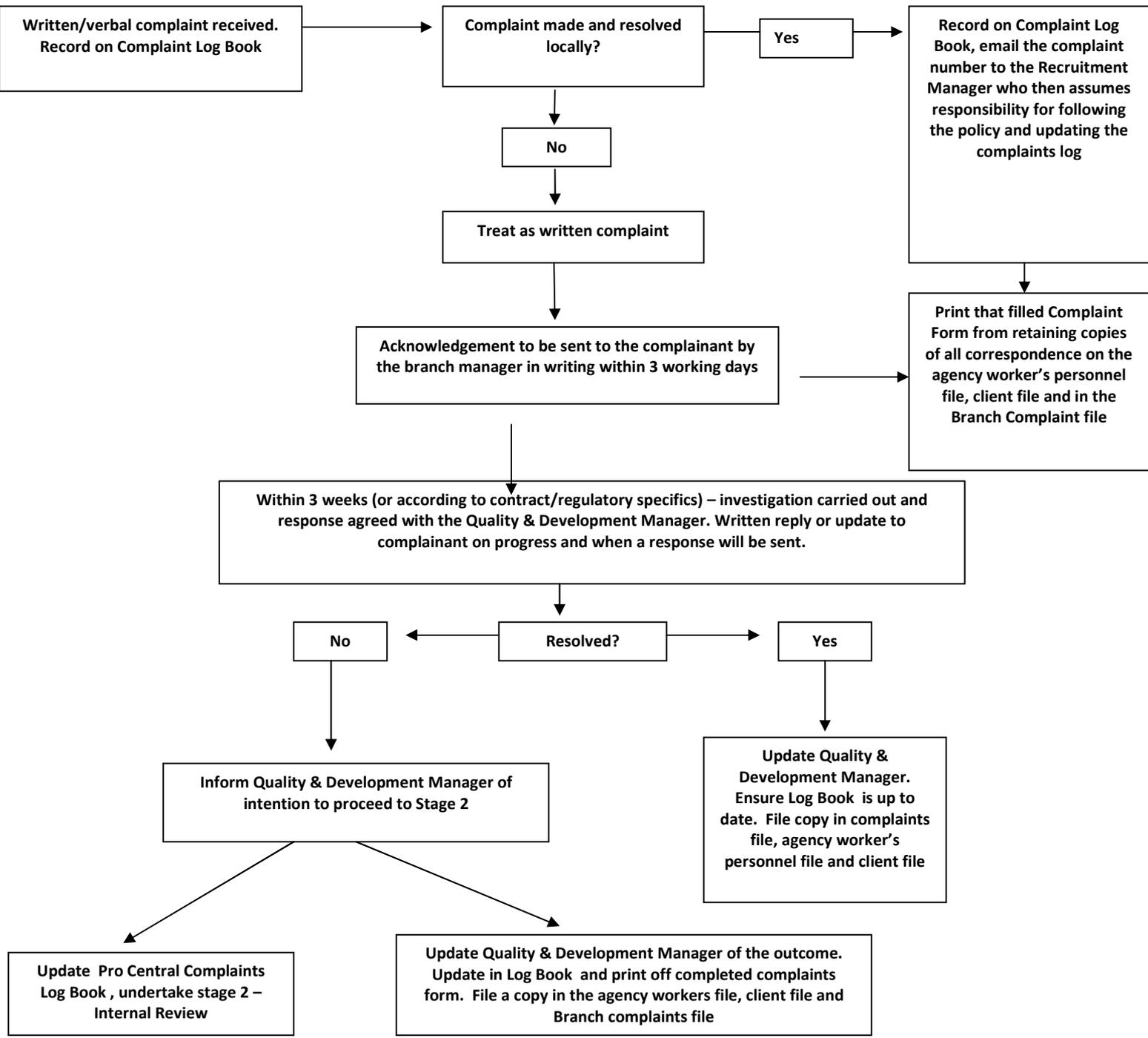
Call us: +44 2085077058

Or

Email: complaints@globalcareerservices.co.uk

Or you can submit your complaint via website.

Complaints Procedure Flowchart



Complaints Policy

Definition

A complaint is defined as an expression of dissatisfaction verbal or written that requires a response.

GCS Healthcare Group is committed to providing an accessible, fair and effective means of investigating and resolving complaints and concerns for our clients and workers that reflects best practice.

It is recognised that members of staff/Agency Workers have the right to make a complaint to management on behalf of, or in the interest of a Clients.

Complaint management processes are integral to GCS Healthcare Governance Framework. They provide an opportunity to examine services and facilitate a culture of Quality Improvement and risk reduction.

The distinction between a complaint where investigation and remedy is required and a claim is important. Complaints are handled in a conciliatory manner whilst claims are legally managed. The complaint management procedure will be suspended if the complainant explicitly indicates an intention to take legal action in respect of the complaint.

The complaint policy does not prejudice the right of a complainant to take legal action and minor compensation claims.

Complaints received after six months of an event or after six months of complainant becoming aware of a cause for complaint, will generally be considered out of time.

These time limits may be extended on a discretionary basis. Where the decision has been made that a complaint is out of time the complainant must be informed in writing.

Complaints received by the branch or centrally which refer solely to the services of another organisation will be forwarded to that organisation on the day of receipt and the complainant will be advised of this in writing.

Confidentiality

Where a complaint is made on behalf of a Service User who has not clearly authorised someone to act on his or her behalf confidentiality should be considered.

Staff/Agency Workers should take care at all times to ensure that any information disclosed about the Client is confined to that which is relevant to the investigation of the complaint and only disclosed to those people who have a demonstrable need to know it for the purpose of investigating the complaint.

Complaint documentation must be kept in the separate Complaint's File until resolution.

➤ Principles in Complaint Management

- Accessible complaint management system

➤ The management of a complaint should include the following stages:

- Acknowledgement

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- Prompt and open investigation
- Fair , flexible and conciliatory
- Investigation
- Outcome and resolution
- A statement on action and reporting

Response Time

(please refer to flow chart and summary)

Performance Monitoring

Two forms are required for governance,

- Complaints Record form
- Managers Complaint Investigation Form

The complaints record form download from our website www.globalcareerservices and will be initiated on the receipt of a verbal or written complaint and if appropriate the Manager completes a Manager's Investigation Form. The Manager's Complaint Investigation pro forma is important especially if the complaint then proceeds to the next stages.

The forms will be available for review by your Branch Manager/Quality & Development Manager and Care Standards Officials. The information contained in these forms will assist the branch/business unit in complying with all outcomes and regulations.

It is important once a complaint has been resolved that the implications of it are fully considered and if necessary follow up action is taken to improve service quality. The Complaints Record form and the Manager's Investigation form will record the actions taken. In the event of any improvement actions being taken a copy is sent to the Head of Quality & Clinical Governance, who will be responsible for the communication of learning points if appropriate. The trend analysis of complaint volume and nature will be used to inform the board of local and corporate concerns.

Key accountabilities

Branch/Operations Managers have a responsibility for resolving and recording local complaints.

They have responsibility for supporting staff/Agency Workers involved in complaints and investigations. Quality & Development Managers are responsible for the overall management of complaints within their areas and for the identification and management of follow up action to improve service quality.

Links with the formal action and grievance procedures

The GCS Healthcare complaints management procedure is concerned with resolving complaints and not with investigating disciplinary matters or staff/Agency Worker's grievances.

Some complaints may highlight serious matters that require separate investigation under capability or formal action procedures. Information gathered in complaint investigation may be used in formal action proceedings.

The complaint management procedure is designed to address complaints regarding the services provided to clients, not staff/agency worker grievances, which are covered by the grievance procedure available from the Human Resources Dept.

Notes:

Abuse is absolutely not tolerated by GCS Healthcare Group. Suspicion that abuse may have occurred must involve Senior Management. Invariably, Regulatory Officers will be informed and reporting action taken to the DBS (Disclosure and Barring Service) or equivalent body if required.

If during a complaint investigation, it appears that a criminal offence may have been committed, the Head of Operations must be informed immediately and the matter referred to the police.

Cases of suspected irregularity or fraud should be immediately reported to Senior Management and, where appropriate, to the statutory authorities.

Cases involving Registered Nurses, where there is a possibility that there is a fitness to practice issue, may need to be referred to the Nursing and Midwifery Council (NMC). **Refer to the Policy on Referring Registered Nurses to the NMC.**

Complaint activity to be reported to the GCS Healthcare Board via the Head of Quality and Clinical Governance monthly.

When complaint investigations disclose service shortcomings, lessons learnt will be disseminated to facilitate continuous service development.

Compliments and Suggestions

GCS Healthcare Group welcome compliments and suggestions from our prestigious clients and our workers. Compliments may communicate deep satisfaction and gratitude for a specific contribution or service or relate to specific aspects of the work or to individual staff. Such comments are often made to care workers, but in some cases, such as following the death of a loved one, people may not feel able to speak directly to the care workers. The Manager will ensure that such messages are passed on to those involved since this is a powerful way of confirming good practice and boosting staff morale.

We have a compliments book in the agency office where individuals may write particular comments and a suggestions of improvements that could be made to the service.

End !