

Compliments, comments and complaints

Compliments

Everyone knows how nice it is to get a compliment, but we sometimes forget to give them.

At Choice Support we like to record compliments about our staff so that they are given the right recognition. A compliment could range from a simple smile and a thank you, to a written letter or email of gratitude. This feedback means a huge amount to our staff.

You or your family member can give any member of staff a *formal* compliment. Just say or write, "I'd like to log this as a formal compliment." The team can then place the compliment directly on to the staff IT system and it can be reported upwards as far as the senior leaders or Trustees. It will certainly be acknowledged to the member of staff or the team, and it could even result in them being individually rewarded.

Gifts

You may wish to show your appreciation to staff through a small gift. Our staff generally should not accept any gifts, loans, benefits, or hospitality from the people they support, their families, friends, or contractors. However, it is recognised there may be occasions when this gesture should be accepted, an example being a small, inexpensive gift such as a tin of biscuits at Christmas. We ask, if you would like to provide any form of gift to the team, that you consult first with the point of contact given to you.

Complaints

We hope complaints will be few, but occasionally we all feel we need to complain. Especially if we think things have gone wrong, if there has been an accident or a misunderstanding, or there is an area of concern. We aim to respond to complaints and resolve problems quickly. If we don't know about it, we can't solve it. Be assured that any complaint will be dealt with in confidence.



Comments

For day-to-day issues it may be best to talk to the responsible person in your relative's team, in confidence if necessary. You might want to make an appointment for a convenient time and place. Make a note of your discussions and ask what the plan will be to resolve things.

If that isn't possible then contact your regional manager.

If you feel your complaint has not been properly addressed or you wish to make a formal complaint you can:

Write to us at Compass House, 84 Holland Road, Maidstone, Kent, ME14 1UT. Telephone: 01622 722400. Email: feedback@choicesupport.org.uk

We will acknowledge your complaint and contact you for more information where necessary. It will help us to resolve your complaint if you can provide us with the following information:

- What the problem is.
- When it happened.
- Is it ongoing.
- Who was involved.
- What you would like us to do about it.

After your complaint has been investigated you will be notified of our findings within 28 days from receipt of complaint, unless there is good reason that this was not possible. If you are unhappy with the outcome, you can appeal by email to the address provided in the outcome letter within five working days of receipt or by contacting the following external bodies:

For local authority or self-funded services:

Local Government Social Care Ombudsman (LGO), PO Box 4771, Coventry CV4 0E. Telephone: 0300 061 0614, or visit their website: www.lgo.org.uk

For our registered services:

Care Quality Commission (CQC), National Customer Service Centre, Citygate, Gallowgate, Newcastle-upon-Tyne, NE1 4PA. Telephone: 0300 0616161 or visit their website: www.cqc.org.uk

For NHS funded services:

Parliamentary & Health Service Ombudsman. Telephone: 0345 015 4033 or visit their website: <https://www.ombudsman.org.uk/making-complaint>

Reasons we may not investigate a complaint

We may refuse to investigate a complaint if:

- it has already been investigated previously and nothing significant has changed
- there is a reasonable belief that it is a malicious or dishonest complaint
- the complaint is over a year old.

If your complaint or concern is about a safeguarding matter, then please contact us or the local safeguarding team as soon as possible. See section 8 of this guide: *'Keeping people safe'* for more details.

We hope you have found this guide helpful. If you have any suggestions for improvement, please let us know by contacting familyconnect@choicesupport.org.uk

Your relative's team will give you all the local information you need, such as contact details. Please do not hesitate to ask your local team if you need any more information.

<https://www.choicesupport.org.uk/contact-us/general-enquiries>