



MAKING A COMPLAINT

Making a Complaint

Form of complaint

Complaints will be accepted verbally or in writing, in all instances a customer complaints form must be completed. The form should either be posted to Golden Care Estates offices or handed to a liaison officer in a sealed envelope addressed to (Cassida Morgan) and in other languages where the complainant is unable to express their concerns in clear written English.

If the complainant requires assistance to complete a complaints letter or form, perhaps where they cannot read or write, then the member of staff receiving the complaint will offer assistance. If the nature of some complaints is such that the complainant does not feel it is appropriate for them to do this. For example, where the complaint is made about a member of staff, then his/her involvement will cease so that the company is seen to be fair to the complainant and staff member.

Other Guidelines

Other factors to be noted are considered below:

Confidentiality- Confidentiality will be maintained when dealing with a complaint and care will be taken when discussing details with a third party e.g. a relative or carer.

Complaints about a member of staff – If a complaint is made about a member of staff, he/she must be treated fairly and he/she will be asked for an opinion on the complaint and its justification. On no occasion will a member of staff who is subject of the complaint investigate the complaint at any stage.

Stages of Complaint



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The vast majority of complaints will fall into this category. A stage 1 complaint may be made in writing, via telephone call, or a visit to the office.

When a stage 1 complaint is received staff will ensure it is recorded within 24 hours of the time at which it is logged.

Staff should try to resolve the complaint immediately. This may be achieved by handling directly, discussing it with other staff, or the Manager in charge.

Acknowledgement of the complaint

Where a complaint cannot be resolved immediately the member of staff will need to investigate and send out an acknowledgement letter to the complainant.

Response time

The time scale for responding to the complainant is 10 working days, and a full response will be made.

Where it is not possible to respond within the above time period, for example when further investigation is required, the following procedures will be followed:

- The complainant will be advised as to the stage that the investigation has reached
- This information will be confirmed in writing to the complainant
- Care will be taken to ensure that the complainant is kept fully informed of process and a continuity of member of staff dealing with the complaint will be maintained.

Response

All written response will be given to the complainant by the person dealing with the complaint.



MAKING A COMPLAINT

The response should give details of all steps taken in order to investigate the complaint, and the reasons for the conclusion that is reached. An apology will be given in the following circumstances:

- If it is found that the company did something wrong or poorly
- If it found that the company did something which breached it's policies and procedures.
- If it is found that the company treated someone unfairly, unreasonably, incompetently or in an inappropriate manner.

The letter will spell out:

- The steps that have been taken to rectify things or that will be taken if the matter is still outstanding
- What the next stage of action is if the complainant is unhappy with the response at this stage
- Where the complainant is satisfied with the response the person dealing with the complaint will close the stage 1 complaint. Copies of all correspondence must be retained on file.
- Where the complainant is not satisfied the member of staff dealing with the complaint the complaint will be passed to the Director for his attention this will be referred to as a Stage 2 Complaint.

Stage 2 Complaint – Passed to the Director

The person passing over the complaint will ensure that all relevant paperwork is available for the Director dealing with the complaint. The director will record this as a Stage 2 Complaint in the complaints log.

Response Timescale



MAKING A COMPLAINT

The response time allowed for responding to the complaint is 14 working days. The person responding will endeavour to provide a response within the set time. The response must be sent by Registered Post.

Investigating the complaint

The director will:

- Obtain all records from the Stage 1 Complaints investigation
- Discuss the complaint with the person who dealt with the initial investigation
- Raise the matter with other staff members where relevant
- Examine as necessary files, records and any relevant documentation
- Contact the complainant in order to clarify and discuss any issues

Complaint Response

Golden Care Estates Director must respond in writing to the complainant. The Director is responsible for dealing with all stage 2 complaints, and providing all responses in writing. The response should give details of all steps taken in order to investigate the complaint, and give the reasons for the conclusion that is reached. An apology should be given in the following circumstances:

- If Golden Care Estates actions breached its policies and procedures
- If Golden Care Estates did something wrong or poorly
- If Golden Care Estates treated someone unfairly, unreasonably, incompetently or in an inappropriate manner

Letter should include:

- The steps that have been taken to rectify things or that will be taken if the matter is still outstanding. Should include the next stage of action is if the complainant is unhappy with the response at this stage.



MAKING A COMPLAINT

Is the complainant satisfied with the response?

Where the complainant is satisfied with the written response the Director should close Stage 2 of the complaint

Where the complainant is still not satisfied with the response that he/she has had, the matter should be passed to the relevant local authority for their attention. All documentation should also be passed over at this stage.

A joint meeting with the local authority should be requested at this stage.

The following points will be considered at the meeting:

- Should the original decision be overturned?
- Has reasonable care been taken with the complainant?
- Have there been no unreasonable delays?
- Is there a requirement to recommend future changes to policy or practice?
- Has policy and procedure been implemented with discretion at each stage of this complaint?

The Response:

The final response will be in writing and sent via registered mail. Copies should be sent to the following:

- Complainant
- Local Authority
- Other interested third parties (where applicable)
- Solicitor (where applicable)
- File

Complaints about Service users

Where a complaint is made about the service users of a property Golden Care Estates will act as follows:



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Once a complaint has been received Golden Care Estates will investigate and establish any relevant facts in relation to the complaint. If there appears to be additional social factors such as drug abuse, mental health or domestic violence, the corresponding policies should be followed. Appropriate outside agencies will be made aware if the situation is severe. If the complaint is legitimate the Agent should warn the Licensee in writing that if they continue to breach the conditions contained in their Licence/ Lease Agreement it could result in their eviction from the temporary accommodation

The Agent will contact the Service users in writing to advise them of the complaint that has been received. The source of complaint e.g. neighbour must not be revealed.

Where there is a suspicion of child protection issues please refer to Golden Care Estates Child Protection Policy as a matter of urgency.

If a further legitimate complaint is made about the behaviour of the Licensee or their household members, the Agent should submit a full report to the Local Authority who placed the service users. Any additional information such as crime reference numbers, witness statements should also be included.

Complaints from the Service users (Licensee)

These should be directed to Golden Care Estates as a first point of complaint.

Landlord Complaints

If a Landlord wishes to make a complaint this should be made via Golden Care Estates however, complaints regarding Golden Care Estates should be directed to Golden Care Estates at first instance and if the situation remains unresolved thereafter the appropriate Local Authority.