

KP13: Comments, Compliments and Complaints Policy and Procedure

Date reviewed	Sep 2019
Next review	Sep 2020 or as necessary
Policy owner	HR / Director of Operations
Applies to	All stakeholders - people supported by Kisharon, families, carers employees, trustees, volunteers, agency staff.

Introduction

Kisharon makes every effort to provide a high standard across all our services. We continuously try to improve our services and we value any feedback that will help us to do this.

Kisharon will review all comments, feedback and complaints, and our feedback procedures, on a regular basis. This helps us to develop our services so please let us know what you think.

Policy aim

This policy aims to enable Kisharon to establish and operate systems for identifying, receiving, recording, handling and responding to comments, compliments and complaints. Please note that if a complaint is raised regarding a safeguarding concern, this will be dealt with according to our Safeguarding procedure.

Compliments and Comments

If you are happy with the service or have any comments we would love to hear from you. Receiving positive feedback is an opportunity to recognise, celebrate and build on success and we will ensure that positive comments are shared with the appropriate staff and stakeholders.

There are several ways you can do this:

- speak to the relevant staff member
- email: go to the Kisharon website <http://www.kisharon.org.uk/contact-us/> , under 'Contact us' click on the word 'here' in '[Click here to send a comment, compliment or complaint](#)'
- write to: The Director of Operations, Comments, Compliments & Complaints, 1st floor, 333 Edgware Road, London NW9 6TD.

Complaints

We also want to know if there is any part of our service that you are unhappy with. We take all feedback seriously and we will take action when appropriate to do so. All complaints will be dealt with in a timely and professional manner.

As a result of following the complaints procedure outlined within this policy, Kisharon will investigate and take the necessary, proportionate action in response to any failure identified by a complainant or investigation.

We will ensure that:

- People we support, families and all stakeholders know how to make a complaint and that their comments and complaints are listened to and acted on effectively
- People we support, families and all stakeholders know that they will not be discriminated against for making a complaint
- People we support, families and all stakeholders feel confident and comfortable in voicing their complaints and concerns
- Complaints are treated as learning opportunities and viewed as an opportunity to improve care and services

How to make a complaint

The first thing to do if you are unhappy about any aspect of our services is to bring this to the attention of a Kisharon staff member. They will try to resolve your concerns immediately.

If you are not satisfied after raising it with the relevant staff member, please contact us via one of these options:

- email: go to the Kisharon website <http://www.kisharon.org.uk/contact-us/> , under 'Contact us' click on the word 'here' in '[Click here to send a comment, compliment or complaint](#)'
- email the relevant service lead,
- write to: The Director of Operations, Comments, Compliments & Complaints, Kisharon, 1st floor, 333 Edgware Road, London NW9 6TD,
- or call the general Kisharon telephone number: 020 3209 1160 and following the options to the relevant service.

What you can do to help us deal effectively and quickly with your complaint

Contact us as soon as possible giving clear details so we can endeavour to resolve the issue by completing our Complaints form. Specify clearly what aspect of the service you wish to make the complaint about.

Include the following details to help us investigate effectively and quickly:

- The specific area, service or resource to which the complaint applies.
- Your name and contact details: this is essential as we will not be able to fully investigate anonymous complaints.
- Outline the nature of your complaint as precisely as possible, this will help us to investigate further and hopefully to resolve the issue. Please include details such as the place and time the incident occurred.
- Please let us know if you have already reported the complaint, and if any action was taken previously.

What we promise to do to help resolve a formal written complaint

Your complaint will be dealt with in a professional and confidential manner. It will be assigned quickly to the Service Manager, Registered Manager for Supported Living, or Service Director, and the matter will be fully investigated.

How and when we will respond

We will acknowledge any e-mailed or postal complaints within 7 working days of receipt.

You will receive a full response to your written complaint within a reasonable time – normally within 21 working days. The response will substantiate or not all points made and give a detailed outcome response with all actions to be taken to resolve the issues that have been raised.

In the event that you believe the issue has not been satisfactorily resolved, you have the right to appeal to the service Director, or if the Director dealt with it, to the Chief Executive.

Please note that if, after due consideration, it is decided that a complaint has been made in bad faith, e.g. frivolously, maliciously or for personal gain, Kisharon reserves the right to take appropriate action.

In the event of a continued disagreement which cannot be resolved internally, the complainant will be advised, as relevant, to approach an appropriate external authority such as Ofsted, CQC, local authority commissioners, the Local Government and Social Care Ombudsman or the Charity Commission.