

Feedback, Complaints, and Compliments Policy

For people we support, families, and external persons

Policy implemented: July 2019

Last reviewed: August 2024

Next review due: August 2026

At Salutem our policies are regularly updated and reviewed. However, occasionally policies may be reviewed after the set next review date after some consultation and research. In these rare occasions, the out-of-date policy will remain **VALID** until it is reviewed by the policy sponsor.

1. Summary

At Salutem Care & Education we want to maintain high standards in all that we do. One of the ways in which we can achieve this is by listening and responding to feedback. We encourage and welcome feedback from the people who use and access our services as it encourages good practice and it's great for our staff to receive praise. Wherever possible, we try to resolve issues and concerns immediately at the point of service delivery in a constructive way. We also recognise that sometimes we do get things wrong and that everyone has the right to register a formal complaint.

We are committed to achieving the highest standards in all our activities and are keen to hear about any feedback that you might have. This will further help us to share good practice, resolve mistakes faster and learn how we can do things better to improve the quality of the services we provide and customer satisfaction.

This policy complies fully with relevant legal and statutory requirements for handling complaints. It takes into account the Local Authority Social Services and NHS Complaints Regulations 2009, The Health Act 2009 as well as guidance issued by the Department of Health within the Local Government Ombudsman's 'Principles of Good Complaint Handling'.

The Health and Social Care Act 2008 requires organisations that are providing social care services for children and adults whether residential or community to make provision as to the handling of complaints and disputes and the application of lessons learnt from them.

The Education (Independent School Standards) (England) Regulations 2010 and the Independent School Standards (Wales) Regulations 2003 has similar requirements in respect of Salutem schools.

Regulatory requirements

This policy also takes into account the regulatory requirements of:

- The Care Quality Commission
- Ofsted
- Estyn
- CIW

2. Document Control

Initial purpose and scope of the new policy/procedure agreed by:	Chief Quality Officer
Technical review carried out:	Quality Assurance Inspection & Regulation Director
Date signed off:	July 2019
Date implemented:	July 2019
Version Number:	1.3
Date of the next review:	August 2026
Department responsible:	Quality Assurance
Job Title of Lead Person:	Quality Assurance Inspection & Regulation Director

In addition to this policy, local authorities and other commissioners may have their own policies, procedures and guidance which Services must comply with. These policies should complement this policy. **Ensure to include your local authority details and Salutem details on your version that you hold locally.**

However, there may be additional requirements put in place by local authorities and other commissioners and these must be adhered to. Changes must not be made to Salutem's policies and procedures without corporate approval but, where needed, local procedures should be developed to accompany these.

EQUALITY AND DIVERSITY STATEMENT

The Salutem Group is committed to the fair treatment of all in line with the Equality Act 2010. An equality impact assessment has been completed on this policy to ensure that it can be implemented consistently regardless of any such factors and all will be treated with dignity and respect.

3. Contents

Table of Contents

1. Summary.....	1
2. Document Control.....	3
3. Contents.....	4
4. Definitions	4
5. Principles	5
6. Areas of Governance	7
7. Areas of Responsibility	7
8. Learning and Development.....	8
9. Associated Documents	9
10. Useful Links.....	9
11. References	9
12. Version Control	9

This policy must be brought to the attention of all employees.

The controlled version of this policy and its associated documents are available on the Blink Hub.

Printed or downloaded copies are uncontrolled and may not be up to date.

4. Definitions

Feedback: information or statements of opinion about something such as a location that provides an idea of whether people like it or not.

Compliment: a polite expression of praise or admiration

Complaint: a statement that something is unsatisfactory or unacceptable and something must be done about it to make it right

5. Principles

Salutem Care & Education complaints and compliment policy is essential for ensuring that those supported, their families and external persons feedback is managed effectively, leading to continuous improvement and high-quality care.

Accessibility

- **User-friendly:** The policy should be easy to understand and accessible to all individuals supported, including those with disabilities, language barriers, or other special needs.
- **Multiple channels:** Provide various ways for users to submit complaints and compliments (e.g., in person, by phone, email, or online).

Transparency

- **Clear procedures:** Clearly outline the steps involved in the complaints and compliments process, including how feedback will be handled, timeframes, and outcomes.
- **Information availability:** Ensure that all users are informed about their right to complain and how to do so.

Confidentiality

- **Privacy assurance:** Protect the confidentiality of the complainant or person giving a compliment, ensuring that their personal information is kept secure and only shared on a need-to-know basis.
- **Anonymity options:** Allow for anonymous feedback if preferred by the individual supported.

Responsiveness

- **Prompt acknowledgment:** Quickly acknowledge receipt of complaints and compliments.
- **Timely resolution:** Aim to resolve complaints within a specified and reasonable timeframe, keeping the complainant informed of progress.

Fairness

- **Impartiality:** Ensure that complaints are investigated fairly, without bias, and that all parties involved are treated with respect and impartiality.
- **Right to appeal:** Provide a clear process for users to appeal decisions if they are not satisfied with the outcome of their complaint.

Support

- **Assistance availability:** Offer support to individuals who need help in making a complaint or giving a compliment, such as advocacy services or interpreters.
- **Staff training:** Ensure staff are trained in handling complaints and compliments effectively and empathetically.

Learning and Improvement

- **Feedback utilization:** Use feedback to identify areas for improvement and implement changes to enhance the quality of care.
- **Regular reviews:** Periodically review the complaints and compliment policy and its effectiveness, making adjustments as necessary.

Accountability

- **Clear roles and responsibilities:** Define who is responsible for handling complaints and compliments at each stage of the process.
- **Monitoring and reporting:** Regularly monitor and report on the nature and outcomes of complaints and compliments to ensure transparency and accountability.

Compliance

- **Adherence to standards:** Ensure the policy complies with relevant laws, regulations, and standards.
- **Regulatory requirements:** Be prepared to demonstrate compliance with regulatory bodies and respond to external audits or inspections.

Positive Culture

- **Encouraging feedback:** Foster a culture where feedback is valued as an opportunity for improvement and not viewed negatively.
- **Recognition:** Acknowledge and appreciate compliments and use them to motivate and recognize staff contributions.

6. Areas of Governance

This policy has been written with expert contribution from appropriate stakeholders. The SLT will monitor, reflect on and gain organisational learning from the implementation of this policy. This policy will be reviewed and updated two years from implementation unless legal changes demand a more timely amendment.

The application of this policy and its associated documents is mandatory for all Salutem Care & Education staff, volunteers, agency staff and all other Salutem representatives. Staff understanding of this policy and associated documents will be assured through training, assessment of competency and supervision.

Staff understanding of this policy will be assured through training and the delivery of awareness raising workshops as deemed necessary by the SLT. The people we support will be involved in the review to ensure it captures the important issues for them

7. Areas of Responsibility

Executive Board / Directors

- Ensure available resources to ensure the implementation of this policy and the completion of training for staff.
- Ensure there are systems for the ratifying, management, communication and timely review of this policy.
- Ensure there are clear disciplinary and other measures for staff that do not adhere to this policy
- Ensure organisational learning is enabled by systems of data collection and analyse as appropriate.

Senior Leadership Team (SLT)

- Monitor policy and procedure implementation.
- Ensure the management of the policy is adhered to.
- Ensure governance and data is reviewed to identify themes and trends and lessons for learning.

Registered Managers / Principals / Regional Directors

- Manage conduct consistently within the policy.
- Raise concerns of policy non-adherence with potential reasons to senior management.
- Inform staff and volunteers of the seriousness of breaching this policy.
- Seek specialist internal advice as necessary to expand on policy detail and act on this advice.
- Alert the document author of any problems of policy implementation or omissions.
- Ensure that compliments and complaints are recorded on Saludem Care & Education electronic management system (Nourish).
- Ensure Complaints and Compliments are reviewed monthly, and outcomes recorded.
- Ensure that audits are completed and where relevant Lessons for learning are completed.

Individual Staff

- Be familiar with responsibilities described in this document and other policies and procedures and follow them.
- Use opportunities such as supervision to discuss issues relating to sustainability and attend training as directed.

8. Learning and Development

Saludem is committed to ensuring that all staff are aware of what is expected of them so that everyone is appropriately supported. We can assure you that all Service Managers and Principals know how to process feedback and compliments and complaints effectively.

9. Associated Documents

Person Centre Care Policy

Handling Feedback, Compliments and Complaints Guidance for Managers

Easy Read version of Policy

Advocacy Guidance

Easy Read Complaint Letter

10. Useful Links

<https://www.lgo.org.uk/make-a-complaint>

<https://www.disabilityrightsuk.org/making-complaint>

<https://www.citizensadvice.org.uk/wales/family/looking-after-people/social-services-complaintsw/social-services-complaints-using-the-complaints-procedure-w/>

11. References

Care Quality Commission

Ofsted

Local Government and Social Care Ombudsman

Local Authority Social Services and NHS Complaints Regulations 2009

The Health Act 2009

Guidance issued by the Department of Health within the Local Government Ombudsman's 'Principles of Good Complaint Handling'

12. Version Control

This is a controlled document. As a controlled document, any printed copies of this document, or saved onto local or network drives should be actively monitored to ensure the latest version is always available.

Version Number	Date	Status	Changes
V1.0	July 2019	Final	New policy
V1.1	May 2021	Final	Merge of Policy & Procedure
V1.2	July 2023	Final	SLT oversight rather than QUARM
V1.3	August 2024	Reviewed	Reviewed and amended