

## Raising Complaints

A complaint can be received by Jah-Jireh Charity Homes either verbally or in writing and can be made by:

- Service Users
- Someone acting on behalf of a Service User and with their written consent, e.g. an advocate, relative, Member of Parliament
- Someone acting on behalf of a Service User who is unable to represent his or her own interests, provided this does not conflict with the Service User's right to confidentiality or a previously expressed wish of the Service User

Jah-Jireh Charity Homes will ensure that Service Users are given information on how to make a complaint and the process once a complaint has been made, including any agreed timescales.

## Time Limits for Submitting a Complaint

Complaints should be submitted within 12 months of the incident or concern arising. The time limit, however, can and should be waived, if:

- It is still practical and possible to investigate the complaint (the records still exist and the individuals concerned are still available to be questioned, etc.) and
- The complainant can demonstrate reasonable cause for delay in making the complaint. It is at the discretion of the manager of the service if the time limit can be set aside.

## Complaints Procedure

- 1** When a complaint is raised to staff, staff will make an effort to resolve it immediately to the satisfaction of the complainant.
- 2** Staff will apologise for the fact that there was the need to complain in the first instance and explain the complaints process as described in the procedure steps.
- 3** Staff will report the complaint to the most senior member of staff on duty and the complaint will be logged. They will make every effort to resolve it immediately to the satisfaction of the complainant.
- 4** If unresolved immediately, formal acknowledgement of all complaints received (whether verbal or written) will be sent within 3 working days to the complainant. This could be via letter or email. Jah-Jireh Charity Homes will have a local system in place to manage out-of-hours and weekend complaints received.

The acknowledgement will include:

- An invitation to meet and discuss the complaint
- Who will be investigating the complaint

- How the investigation will be handled – the response should state what the investigation will be focused on
- A time limit for the investigation to be concluded. This should be 28 days; however, some cases may take longer and the complainant will be made aware of this
- The complaints procedure and contact details of bodies that can be accessed in the event of dissatisfaction with the outcome of the investigation

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Following a full investigation, a response letter will be sent and this will include the following:

- A summary of the issue from the complainant’s point of view
- Details of the evidence and sources consulted in order to investigate the issue fully and fairly
- A presentation of the findings for each issue clearly and concisely described
- A conclusion, stating clearly whether the issue is “upheld”, “partially upheld” or “not upheld”; unless it is ineligible, in which case the reason for this will be given, e.g. out of time or out of jurisdiction
- An explanation of the outcome and whether any remedial action or learning points arise from the investigation of that issue
- An apology where the issue is upheld and shortcomings or failings have been found
- The complainant’s rights if not satisfied with the outcome to refer to The Local Government and Social Care Ombudsman
- A signature from the responsible individual or sent by email in their name

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The complaint will be closed once confirmation has been received that there is satisfaction with the outcome. In the event of dissatisfaction, Jah-Jireh Charity Homes will support the complainant to access further support.

After following these steps, if you feel that the matter hasn’t been resolved to your satisfaction, please [click here](#) to have a look at further steps you can take.

## What Happens Next

A record will be held of all complaints raised and contain the following information:

- Each complaint received
- Subject matter and outcome
- Details of any reason for delay where investigations took longer than the agreed response period
- The date the report of outcome was sent to the complainant

Where complaints relate to a Service User, a copy of the complaint will be held in their care records so that the Service User can reflect on the recommendations.

Where complaints are raised by telephone, the log will include the date and time of the call and this will be followed up with written confirmation of the areas discussed.

Where a complaint indicates the potential abuse of Service Users, safeguarding policies will be followed as per local authority expectation and necessary notifications made to the regulatory body. Where care is commissioned by a Council their reporting procedure for notifying them of complaints will be followed. Where complaints are to be shared as part of learning, the complaint will be anonymised so there is no identifiable Service User information.

## Investigations

All investigations will be managed by using the following approach:

- Investigating the fact
- Assessing evidence
- Review of records
- Interviewing those involved

Where necessary, advice and support will be sourced via senior managers within the organisation. The complaint must be investigated by a member of staff with the knowledge, experience and seniority to undertake the investigation robustly.

Confidentiality of information will be considered at all times and staff will adhere to the confidentiality policies and relevant codes of practice.

If an investigation of a complaint results in disciplinary action of staff within Jah-Jireh Charity Homes, the complaint will continue to its conclusion. The complainant will be informed that the investigation has led to disciplinary process, but the details of the outcome or ongoing investigation will remain confidential.