

Complaints Policy

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What Is a Complaint

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by Tudom Care Limited, its own staff, or those acting on its behalf, affecting an individual service user or group of service user.

Examples of complaints include:

- Failed to attend a scheduled appointment
- Failed to meet our service standards
- Failed to keep to a commitment (call back, visit, send something out, provide information)
- Failed to deliver a paid for service charge
- Failed to provide correct level of care
- Failed to record a change in care need

How to Make a Complaint

We want to make it easy for our customers to tell us they're not happy with our services, initial complaints can be made in person, through a staff member or via phone email or post following the Service User Complaints Procedure shown in Schedule 2. Formal complaints will be recorded in writing using the Complaint Form shown in Schedule 1.

Email info@tudomcare.co.uk

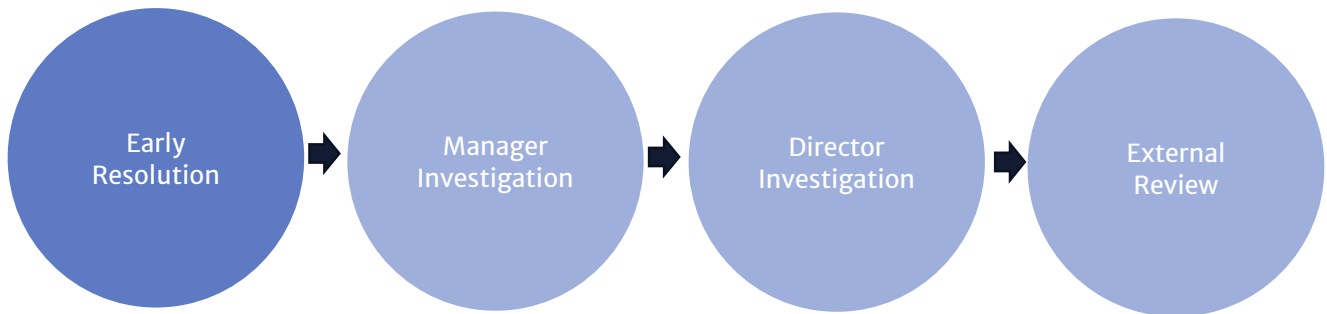
Phone 02394318410

Post 87 High Street , Lee-on-the
solent , Gosport Po13 8fu

We recognise and value the diversity of our communities. We aim to reduce barriers to ensure that everyone has equal access to our complaints service. We are committed to treating everyone fairly so we comply with all relevant legislation under the Equality Act 2010.

We can only resolve a customer complaint if they provide us with all the relevant information and are clear about what they want us to do to resolve the matter. We cannot investigate anonymous complaints but these may be kept on record.

Complaint Stages



Early Resolution

Acknowledgement

We aim to acknowledge and/or discuss the matter with the customer within 24 hours, completing the Complaint Form (Schedule 1) where necessary

Response Times

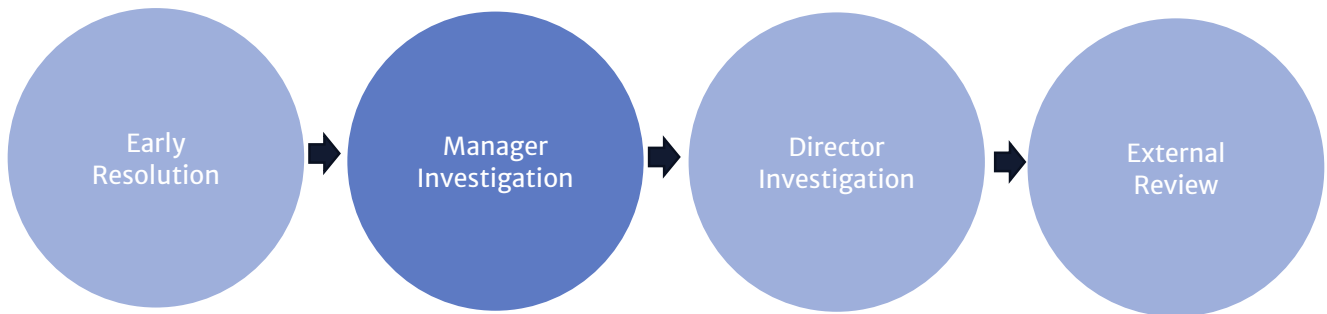
We always aim to resolve the issue straightaway, however there will be instances where we cannot resolve on first point of contact and we will need some time to investigate. We aim to respond to the customer with what actions we will take to resolve, within 5 working days.

Case Closure

We only close cases when all agreed actions have been completed. Once the case is closed, the customer may receive a survey asking for feedback on how the case was handled.

Client/Service User not satisfied with the response?

The customer can ask for a manager to review your case. The customer will be asked to explain the reason why they're still not satisfied and what their expectations are.



Manager Investigation

Acknowledgement

The manager investigating the case will aim to acknowledge and/or discuss the matter with the client/service user within 24 hours.

Response Times

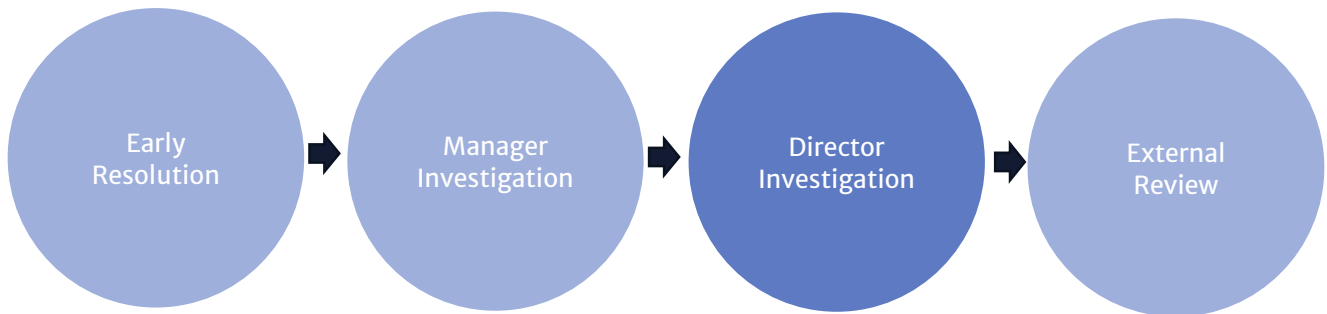
We aim to respond to the client/service user with what actions we will take to resolve, within 5 working days.

Case Closure

We only close cases when all agreed actions have been completed. Once the case is closed, the client/service user may receive a survey asking for feedback on how the case was handled.

Client/Service User not satisfied with the response?

The client/service can ask for a director to review your case. The client/service will be asked to explain the reason why they're still not satisfied and what their expectations are.



Manager Investigation

Acknowledgement

The director investigating the case will aim to acknowledge and/or discuss the matter with the client/service user within 24 hours.

Response Times

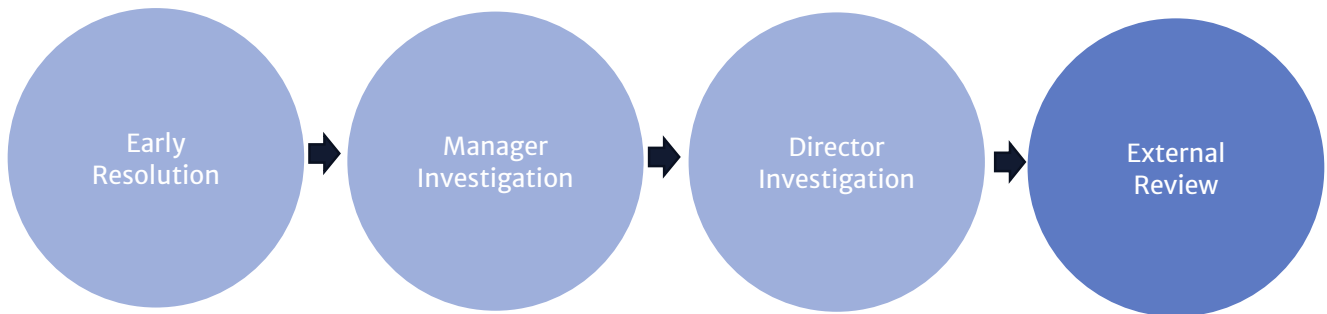
We aim to respond to the client/service user with what actions we will take to resolve, within 5 working days.

Case Closure

We only close cases when all agreed actions have been completed. Once the case is closed, the client/service user may receive a survey asking for feedback on how the case was handled.

Client/Service User not satisfied with the response?

Director Investigation is the last stage within our internal process. Once a customer has been through the internal process, they have the right to refer their complaint to the Local Government & Social Care Ombudsman



External Review

Although we will make every effort to resolve complaints, if the customer is still unhappy after following our internal process, they can ask the Local Government & Social Care Ombudsman Service to review the complaint.

Website <https://complaints.lgo.org.uk/complaint-form/>

Phone **0300 061 0614**

Mail **Local Government and Social Care Ombudsman**
PO Box 4771
Coventry
CV4 0EH

Policy Exclusions

Mediation

If a referral for mediation is in progress or has been made, a complaint will be put on hold until the outcome of mediation is known. Subject to the outcome of mediation, the case owner of the complaint will assess whether it is appropriate to resume the complaints process.

Repeat Complainants

If the issue has already been through our internal process, we reserve the right to stop the complaint investigation and close the complaint. The customer has the right for their complaint to be reviewed externally.

Unacceptable Behaviour

We reserve the right to refuse to engage with individuals who exhibit behaviour which is abusive or threatening.

Schedule 1 - Complaint Form

Complaint Reference

Name

Date Received

Is service user making the complaint or someone on their behalf?

Overview of Complaint (attached letters and emails where applicable)

Review / Plan of Investigation

Record of Findings

Response

Schedule 2 - Service User Complaints Procedure

Introduction

We aim to provide the highest standard of care in all of our services.

Our commitment to continuous improvement welcomes Service User feedbacks and comments so we can better ourselves and strive for even higher levels of care and support. Any negative feedback and/or suggestions will be rigorously assessed without any prejudicially treatment of the complainer.

Suggestions

Were service users and their families/support network wish to provide feedback on our services without having to raise a formal complaint they can do so by contacting the Registered Manager using the contact details below:

Contact Email

info@tudomcare.co.uk

Contact Phone

02394318410

Who Can Make a Complaint

Anyone effected by the services provided by Tudom Care Limited is free to make a complaint.

A representative of a service user is free to make a complaint on their behalf is they:

- are deceased
- are unable to make the complaint themselves
- have given the consent for the representative to make a complaint on their behalf

How to Make a Complaint

You can make a complaint in a number of ways:

- in person
- by phone
- via a member of staff
- through a representative who you are provided consent to

- by letter
- by email

Contact Information

Contact Email	info@tudomcare.co.uk
Contact Phone	02394318410
Contact Address	87 High Street , Lee-on-the solent , Gosport Po13 8fu

Anonymous Complaints

We deal with anonymous complaints under the same procedure. However, it should be noted, without provide contact details, we will be unable to update you on the outcome of our investigation.

How We Handle Complaints

We will formally acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- Details of the findings
- Any action we have taken
- Our proposals to resolve your complaint

Further Steps

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you can contact the Registered Manager – Olatoye Akinpelu at:

Contact Email

info@tudomcare.co.uk

Contact Phone

02394318410

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Local Government and Social Care Ombudsman and ask for it to be reviewed. The Local Government and Social Care Ombudsman provides a free independent service.

You can contact them at:

The Local Government and Social Care Ombudsman

PO Box 4771

Coventry

CV4 0EH

Tel: 0300 061 0614

Email: advice@lgo.org.uk

Website: <https://www.lgo.org.uk/>

Complaint form: <https://www.lgo.org.uk/complaint-form>

Tudom Care Limited services are registered with and regulated by the Care Quality Commission. The CQC cannot get involved in individual complaints about providers but is happy to receive information about services at any time.

Care Quality Commission

National Correspondence

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Tel: 03000 616161

Fax: 03000 616171

Website: www.cqc.org.uk