



The Link Nursing & Care Agency Ltd. Pondwick House, Lutterworth Close, Bracknell, Berks RG42 2NW  
Tel: 01344 488 155 Fax: 01344 303 669  
email@linknursing.com

## **How to Make a complaint about our service**

The Link Nursing & Care Agency Ltd. is committed to providing a quality service by working in an open and accountable way that builds the trust and respect of all our staff, service users and service providers. We aim to continually improve our service by listening and responding to the views of everyone involved and by responding positively.

We aim to ensure that:

- All people involved in our services are aware how to raise a complaint
- Ensure comments and complaints can be made either verbally, in sign language, writing or any other way the complainant wishes
- Where a person lacks confidence or capacity to make a complaint we will help them through means the person finds most supportive
- We will accept comments and complaints made by others on their behalf
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

### **Making a Complaint:**

We recognise that many concerns may be raised and resolved informally. If concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

A complaint may be made to The Registered Manager, any manager or any member of staff. To deal with your complaint appropriately we need to know the following:

- Your Name, Address and Contact details
- What you are complaining about
- The name of the people involved where applicable
- Your ideas on how you wish to see the issue resolved

The complaint should be addressed to:

Mrs Sohila Mostofi  
The Link Nursing and Care Agency Ltd  
Pondwick House  
Lutterworth Close  
Bracknell  
Berk RG42 2NW  
Tel: 01344 488155  
Fax: 01344 303669  
Email: email@linknursing.com



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Complaints may be reported to us:

- By telephone
- By fax
- In writing using the agency complaint form or in your own words.
- E-mail
- Using the hyperlinks on the Link Nursing & Care Agency Ltd website

Complaint forms are available in all Service User's Support Plans.

**The Link Nursing & Care Agency Ltd's responsibility will be to:**

- acknowledge the formal complaint in writing within three working days
- have the complaint investigated by a manager who has knowledge of the service
- aim to respond within three months of receipt of the complaint
- provide support to seek advocacy services if requested
- deal reasonably and sensitively with the complaint
- ensure a complainant will not be discriminated against or have any negative effect on their care, treatment or support
- take action where appropriate

**A complainant's responsibility is to:**

- bring their complaint to The Agency Managers attention, the time limit to make a complaint is 12 months from when the matter being complained about concerned occurred
- the 12 month time limit does not apply where the Registered Manager is satisfied that the complainant had good reasons for not making the complaint within that time limit and where it is still possible to investigate the complaint effectively and fairly.
- explain the problem as clearly and as fully as possible
- ask the adult social services (CTPLD) to assist them in making a complaint
- ask for advice and support from advocacy services if required
- use the NHS complaint process where their care, treatment and support was funded by the NHS
- allow The Agency a reasonable time to deal with the matter, this will be normally concluded within three months unless advised otherwise by the Link
- recognise that some circumstances may be beyond The Agency's control

**Confidentiality:** Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and The Agency maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (each complaint will be judged on its own merit). Should this be the case, the situation will be explained to the complainant.

### **Investigation**

It is the responsibility of the registered manager to;

- Have the complaint investigated by a competent manager who has a good knowledge of the service
- Ensure the investigation is proportionate and sufficiently thorough
- Ensure a documented audit trail of the investigation and decisions taken are kept
- Any findings are based on facts and reasons for decisions made are recorded
- Complaints will be reviewed by someone not involved in the events leading to the complaint



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- All complaints will be treated in a manner that respects human rights and diversity in a fair and equal way.
- Complaints and comments will be investigated and resolved to the complainant unless:
  - The complaints falls outside the remit of the Link's responsibilities
  - The complaints cannot be upheld
- Any investigation should seek to identify any areas of non-compliance or risk of non-compliance with the regulations and produce recommendations to return to compliance
- Where a complaints may involve another service provider, to ensure the complainant receives a complete and co-ordinated response
- arrange meetings
- discuss the nature of the complaint
- record findings
- reach a satisfactory outcome

### **Persistent and unreasonable complainants**

Despite best efforts to resolve a complaint, the person making it can sometimes become aggressive or unreasonable. Unreasonable and unreasonably persistent complainants may have justified complaints or grievances but be pursuing them in inappropriate ways, or they may be intent on pursuing complaints which appear to have no substance or which have already been investigated and determined. The Link Nursing & Care Agency Ltd will respond in these circumstances in line with The Link Nursing & Care Agency Ltd's 'Unreasonably Persistent Complainants and Unreasonable Complainant Behaviour Policy'.

**If you are not satisfied with the findings or outcome once the complaint has been responded to you may:**

- Raise this with the Registered Manager of the Link Nursing & Care Agency Ltd
- Refer this matter to the next stage of the complaints system including
  - Care Quality Commission South East  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Tel: 03000 616161  
Fax: 03000 616171  
Email: enquiries.southeast@cqc.org.uk
  - Bracknell Forest Borough Council  
Time Square  
Market Street  
Bracknell  
Berks RG12 1JD  
Tel: 01344 351 601
  - Wokingham Borough Council and Berkshire West PCT (CTPLD)  
45-47 Peach Street, Wokingham  
RG40 1XJ  
Tel: 0118 974 6832  
ctpld@wokingham.gov.uk