



How to Make a complaint about our service

Link Support 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, individuals we support and allied professionals. 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
- How you wish to see the issue resolved



The complaint should be addressed to:

Ms Sohila Mostofi
Registered Manger
Link Support
6 Forest Court
Oaklands Park, Wokingham, Berkshire, RG41 2FD
Tel: 01344 488155
Fax: 01344 303669
Email: email@linknursing.com

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 Support Plans.

Link Support'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 Registered Manager within 8 weeks from when the matter being complained about concerned occurred
- the 8-week 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 relevant adult social services 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 Link Support reasonable time to deal with the matter, this will be normally concluded within three months unless advised otherwise by Link Support
- recognise that some circumstances may be beyond Link Support's control

Link Support, 6 Forest Court, Oaklands Park, Wokingham, Berkshire, RG41 2FD
Tel: 01344 488 155 Fax: 01344 303 669
email@linknursing.com



Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Link Support 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
- 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 Link Supports 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 complaint may involve another service provider, to ensure the complainant receives a complete and co-ordinated response wherever possible
- 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. Link Support will respond in these circumstances in line with our '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 Link Support
- 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
Civic Offices
Shute End
Wokingham
Berks RG40 1BN
Tel: 0118 974 6000



From October 2010 the Local Government Ombudsman can consider complaints from people who arrange or fund their own adult social care. This is in addition to complaints about care arranged and funded by local authorities.

The LGO's new role includes those who 'self-fund' from their own resources or have a personalised budget. It will ensure that everyone has access to the same independent Ombudsman service regardless of how the care service is funded. In most cases they will only consider a complaint once the care provider has been given a reasonable opportunity to deal with the situation. It is a free service and their job is to investigate complaints in a fair and independent way.

For more information about the service visit www.lgo.org.uk/adult-social-care/ or contact the **LGO Advice Team on 0300 061 0614.**