



Devon Care Homes Collaborative

Concerns and Complaints Policy

Broad aims

The Devon Care Homes Collaborative (the Collaborative) has been formed as a 'not for profit' members organisation with the broad aims to facilitate the representation of members shared views, for members to share useful and relevant information and to promote and share models of best practice and generally as the membership shall from time to time to determine.

Policy Statement

This policy sets out the principles and procedures underpinning the Collaborative's approach to handling any concerns or complaints and to have an effective system to identify, receive, handle and respond appropriately to any concerns and concerns properly made by members in relation to the collaborative and its purposes.

Any concern or complaint raised by a member will be investigated and any necessary and proportionate action will be recommended in response to any such as the board shall determine.

Principles of policy

1. The Collaborative will acknowledge and investigate all verbal and written complaints and will work with members to resolve any concerns or complaint and identify any actions considered appropriate to respond to the issues raised.
2. The collaborative will work on the principle that if a collaborative member wishes to make a complaint or register a concern to the collaborative they should find it easy to do so.
3. It will be the collaborative's policy to look upon complaints as an opportunity to learn, adapt, improve and where appropriate.
4. This policy is intended to ensure that complaints are dealt with properly and that all complaints or concerns raised by collaborative members are responded to appropriately.

5. The policy is not designed to apportion blame and it is not a disciplinary policy.
6. The aim is always to make sure that the complaints procedure is properly and effectively implemented and that collaborative members feel confident that their concerns are listened to and acted upon promptly, professionally and fairly.

Principles of Complaints Handling

- 1 Collaborative members who have a concern or a complaint in relation to the collaborative's operations should send any concern or complaint directly to the collaborative at its registered office
- 2 A named person will be responsible for the administration of the procedure.
- 3 Every complaint will be acknowledged within ten working days.
- 4 An investigations into written complaints will be commenced within 28 days or earlier if necessary.
- 5 All complaints will be responded to in writing by the collaborative.
- 6 Any complaints will be dealt with promptly, fairly and sensitively with due regard to the concern raised

Complaints Procedure

1. The collaborative will work on the basis that wherever possible; complaints may be best dealt with informally and accordingly the collaborative will arrange for the appropriate enquiries to be made in line with the nature of the complaint. This can involve using an independent investigation
2. If the complaint is not resolved informally, the collaborative will address the matter formally.
3. Verbal complaints are taken seriously and will be immediately acknowledged as concerns and contact with the complainant will be polite, courteous and sympathetic.
4. When a complaint is received in writing it is passed on to a named person, e.g., the registered manager or registered provider/complaints manager who will send an

acknowledgement letter within ten working days, which describes the procedure to be followed.

5. If necessary, further details will be obtained from the complainant by the person carrying out the investigation. Immediately on receipt of a written complaint, the care collaborative will launch an investigation and aims within 28 days to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned.
6. Unless the issues are too complex, the collaborative will aim to complete the investigation within 20 working days. If not, the complainant will be informed of any delay and the reason for the delay.

Signed:

Date: