

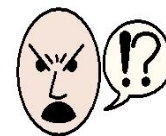


Complaints Policy



March 2024

The Board of Trustees will monitor the effectiveness of this policy at its Board Meetings by receiving regular information and reports from its officers, including the findings of internal and external audits.



What is a complaint?

A complaint is something that somebody says they are unhappy about which can't be sorted out immediately

This document talks about complaints concerning:

- The support provided by the Community Lives Consortium.
- How Consortium staff or volunteers has spoken to or behaved towards the people who receive support, their families and friends or other professionals.



Who can make complaints?

Complaints can be made by:

- Any person who uses the Consortium's services
- A person's family members, friends or advocates when they are acting on the person's behalf with their agreement or in their best interest.
An advocate is somebody who is independent and makes sure your views and interests are heard.
- The family member or friend of an individual who is supported by the Consortium when they are complaining about the way that they have been treated by the Consortium.
- A professional when they are complaining about how the Consortium has worked with them.



- Neighbours of people we support, or people who live in the community who may be affected by the support that we provide.

If you are a member of our **staff** team, you will follow our Grievance Policy if you are concerned with how you have been treated by another staff member or the organisation itself.



If you witness abuse or inappropriate practice you will follow our Safeguarding or Whistleblowing policies.

How can people make complaints?



- A complaint can be made verbally (either face to face or over the phone) or in writing (by letter, email or text message).
- A complaint can be made to any member of the Community Lives Consortium staff.
- This means people can approach whichever staff members they feel most comfortable speaking to.



If you want to send your complaint directly to the Consortium you can write to us or ring us at:



Community Lives Consortium, 24 Walter Road, Swansea, SA1 5NN
Telephone No. 01792 646640



You can email a complaint to complaints@communitylives.co.uk

This email will be looked at by our Investigation and Complaints Investigator who will make contact with you directly.

We hope that you feel confident to use our complaints policy, we will do our best to sort out your complaint quickly and fairly, however you can also make your complaint directly to the two Local Authorities that commission most of the support we provide.

- The Swansea Council complaints team can be contacted at www.swansea.gov.uk/makeacomplaint.



- The Neath Port Talbot County Borough Council complaints team can be contacted in English at 01639 686868 or in Welsh on 01639 686869, or by email at contactus@npt.gov.uk.



You can also approach the Public Services Ombudsman for Wales and can call them on 0300 790 0203 or visit their website at www.ombudsman.wales.



There are also independent advocacy organisations locally who can give you help and advice.

- Your Voice Advocacy - 07496189771
info@yourvoiceadvocacy.org.uk



- Mental Health Matters Swansea - 01656 767045
admin@mhmwales.org.uk



- Llais - 01639 683490
nptandswansea.enquiries@llaiscymru.org



Making sure that people are safe

We all need to make sure that people are safe.

The Consortium supports people who are at risk of abuse or neglect, this is because many of them will find it difficult to speak up for themselves when they are unhappy or being treated badly.



What do we mean by abuse?

- Abuse means being treated badly.
- Abuse can happen because somebody has done something or not done something that a person needs to stay safe, happy or well.



- Abuse can be physical abuse, financial or material abuse, sexual abuse, psychological abuse and neglect.
- It may be something that happens once, or something that is repeated over time.
- In Neath Port Talbot you can - Telephone: 01639 686802 - Email: spoc@npt.gov.uk
- In **Swansea**, and you are worried about an individual and would like some advice or guidance **before** considering submitting an Adult at Risk Report. Contact the Adult Safeguarding Team to request a Consultation via AdultSafeguardingTeam@swansea.gov.uk



On the email please include:

- the individual's name and date of birth (if you have it).
- brief details of your worries.
- a contact number if you wish to receive a
- telephone call (otherwise you will receive contact via email or Microsoft Teams).

Once concerns have been reported to the Safeguarding Team they will be investigated and action will be taken to make sure that the person is safe.

If you think that a criminal act has or may have taken place you can contact the police on 01792 456999 or 101.



In serious emergency circumstances please call 999.

How will we work to sort your complaint out?



After a complaint has been made there are three different ways it can be dealt with: -

1. A Personal Support Manager / Registered Care Home Manager can work with the person to try to sort out the problem.



- This will happen within 14 days (this can be increased to 28 days with the agreement of the person).



This is called Stage One or ‘the local resolution stage’.

2. An Investigating Officer can investigate and work to sort out the complaint.

They will write a report that says:

- What they have done.
- What they have found out and what the Consortium needs to do to put things right.



They will do this within 35 days (70 days with the agreement of the complainant).

This is called Stage 2 or ‘the formal investigation stage’

3. We hope that you feel confident to use our complaints policy, we will do our best to sort out your complaint quickly and fairly, however you can also make your complaint directly to the two Local Authorities that commission most of the support we provide.



If the complainant wishes they can bypass Stage One and ask for their complaints to be looked into at Stage Two from the outset.

How does the Consortium manage complaints



1. The Consortium will make sure that the people who use its support live and work in comfortable, supportive and safe environments.
2. People have the right to make complaints.
3. The Consortium wants to hear about the things that people are unhappy about.
4. The Consortium will make it easy and safe for people who receive support and their supporters to voice their worries and concerns
5. The Consortium has a straightforward and effective procedure for listening to and responding to complaints about its services, staff and volunteers.
6. The Consortium will give people who receive support, their family and friends and the professionals who support them, simple information, in ways they can easily understand about how they can make complaints, as soon as the Consortium starts working with them.
7. The Consortium will tell people about its complaints procedure in a wide variety of ways.
8. The Consortium will make sure that when people who receive support want to make a complaint they are offered the help and advice that they need to do so; this will include putting them in touch with local advocacy services
9. Every complaint made will be taken seriously and dealt with in a speedy and professional way
10. When complaints are being looked into the Consortium will protect the people making complaints from being treated in ways that will make them unhappy.



11. The person making the complaint will be consulted about what needs to change to resolve their complaint.

12. Staff will work in partnership with people who receive support and their supporters to sort out their complaints as quickly as possible.

13. The Consortium will keep the person making a complaint up to date about what is happening.

14. The Consortium will use complaints to learn how it can do things differently so that it can improve the services it delivers and improve how they are delivered by staff. It will report on the way that complaints and concerns are addressed within its quarterly performance reports.



The Code of Professional Practice for Social Care



Staff will comply with the Code of Professional Practice for Social Care which says that they have to: -

- Respect the views and wishes and promote the rights and interests of individuals and carers.
- Strive to establish and maintain the trust and confidence of individuals and carers.
- Promote the well-being, voice and control of individuals while supporting them to stay safe.
- Respect the rights of individuals while seeking to ensure that their behaviour does not harm themselves or other people.
- Act with integrity and uphold public trust and confidence in the



social care profession

- Be accountable for the quality of your work and take responsibility for maintaining and developing knowledge and skills
- In addition to sections 1 – 6, if you are responsible for managing or leading staff, you must embed the Code in their work.



Staff members' responsibilities under the complaints procedure

- Staff will cooperate and comply with the complaints procedure.
- Staff will recognise and support the right of people who receive support and their supporters to make complaints.
- They will respond to these in a positive and open manner.
- Staff will comply with all reasonable requests made by the Personal Support Manager / Registered Care Home Manager at Stage One of the complaints procedure and by the Investigating Officer at Stage Two of the procedure; this will include complying with their requests to attend meetings to try to resolve complaints and to attend interviews to contribute to complaints investigations.
- Staff will maintain confidentiality about all aspects of the complaints process.
- Staff will endeavour to respond positively to any criticisms of their practice that comes out of the complaints process and will take personal responsibility for improving their practice through reflection, supervision, and taking up any appropriate training and professional development opportunities they are offered



Legislation:

- The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009
- Parliamentary Commissioner Act 1967 The Parliamentary Ombudsman (also known as the Parliamentary Commissioner for Administration)
- The Principles of Good Administration (2007)
- Health & Safety at Work Act 1974
- Equality and Human Rights Commission Statutory Code of Practice: Employment (2010)
- The Human Rights Act 1989
- The Equality Act 2010

Adoption of this policy by the Management Committee (The Board)

Name:

Signature:

Date:

For complaints in relation to our consumer credit regulated activities of debt counselling and debt adjusting, please see Appendices 4 & 5