

POLICY*

Title:	<i>Complaints & Compliments Policy</i>					
Applies	<input checked="" type="checkbox"/> ALL	<input type="checkbox"/> Scotland	<input type="checkbox"/> Poland			
Jurisdiction:	<input type="checkbox"/> England	<input type="checkbox"/> Ireland	<input type="checkbox"/> Netherlands			
Effective from:	December 2014	Division:	<input checked="" type="checkbox"/> All			

Policy Statement

This policy describes how complaints, compliments and feedback from service users, members of the public and other relevant stakeholders, are recorded, responded to and reported on.

When required by regulation or contract the Rehab Group will refer complaints to an appropriate outside body e.g. HSE, HIQA, CQC ect.

All service users will be given details of this policy when they start in the service. Members of the public and other relevant stakeholders will be supplied with a copy of the policy on request.

The Rehab Group recognises the right of all to;

- Make an informal and/or formal complaint or compliment
- Have an advocate if requested. Those who have been unsuccessful in an application to access a Rehab Group Service will be made aware of advocacy services external to Rehab Group by a staff member when they state that they want to make a complaint
- Have a complaint acknowledged in writing and in a way that is understood
- Not have details of complaints made known to those that don't need to know about them
- Have their complaint dealt with in a fair, impartial, timely and resolution-focused manner
- Know what stage the complaint is at and what stages the complaint is likely to go through
- Have the outcome and reasons for the outcome explained to the service user (and advocate, where relevant) in an understandable manner
- Appeal the outcome internally and externally if dissatisfied with the outcome

* Rehab Group may amend, replace or withdraw this policy, and/or any related procedures or guidelines, from time to time at its absolute discretion

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- Given the difference in nature and complexity of a compliment and complaint, they are dealt with through different procedures under this policy. The remainder of this policy seeks to clarify, Groups position as it relates to Complaints.

If the complaint is concerned with an allegation or suspicion of abuse the Rehab Group Protection / Safeguarding policies should be referred to immediately.

It is the responsibility of each Rehab Group division to have in place:

- A system to centrally log all complaints and appropriately manage and collate them.
- A system to periodically review complaints information in order to identify trends and additional training needs.

It is the responsibility of each Rehab Group business unit to have in place a set of procedures that facilitate the receiving and resolution of any complaints received in line with relevant legislation and contractual obligations.

Who can make a Complaint?

Any person who has received or sought a service from the Rehab Group, family members, members of the public and other relevant stakeholders.

If a person wishes to make a complaint, but is unable to do so because of age, illness, disability or death, the complaint may be made on that person's behalf by a person of their choice. The agreed person(s) is called a representative and may include;

A close relative, carer of the person (parent, guardian, son, daughter or spouse or a partner), any legal representative of the person, an advocate or any other individual with the consent of the person.

Where a complaint is made by a representative of a complainant, the Rehab Group will only divulge information in relation to the person where the person gives their consent for disclosure.

A family member may also make a complaint to the Rehab Group on their own behalf rather than on behalf of their family member.

Where a complaint is made by a representative of a complainant, information divulged to the representative will be governed by the complainant's consent.

All complainants have a right to appoint an advocate to assist them in making and managing their

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complaint.

A person who uses Rehab's services can ask a staff member to perform the role of **advocate** if it is possible to do so within the principles of advocacy. These principles are as follows:

- Supporting and empowering the person to speak for themselves as much as possible
- Respecting the person and his/her wishes
- Ensuring that the person has access to all relevant information about the complaints process.
- Acting independently
- Maintaining confidentiality
- Acting with diligence and competence.

This policy does not affect the statutory rights of the complainant/subject of the complaint.

Rationale for Policy

The Rehab Group seeks to create a climate where positive and negative feedback on its services and activities is encouraged and responded to. Feedback is welcome from staff, service users and all other stakeholders.

Scope

This policy applies to service users (i.e. people who access Rehab Group services. 'Service users' includes 'learners', clients' or any other term used divisionally to describe individuals who access Rehab Group services). This policy also applies to family members, those who have unsuccessfully applied for a Rehab Group Service, members of the public and other relevant stakeholders.

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Definitions

Complaint	A complaint is an expression of dissatisfaction where the complainant requests resolution/investigation, independently or when queried by a staff member, about the quality of service provided by a Rehab Group service or about the competence, attitude or performance of staff members of Rehab Group staff whilst carrying out their duties.
Compliment	A compliment is an expression of satisfaction with a service made by an individual about the service received from Rehab.. A compliment may be made in relation to an individual, a team or Rehab as whole.
Advocacy	Advocacy is a means of empowering people by supporting them to assert their views and claim their entitlements and where necessary, representing and negotiating on their behalf

Related Policies

Rehab Group POLICY

Related Procedures and Guidelines

Making a Complaint (SU)

Dealing with a Complaint (Staff)

Reference Documents

Health Act 2004, Part 9.

Health and Social Care Professionals Act 2005

Health Act 2004 (Complaints) Regulations 2006

HSE complaints policy

Health Act 1970

FETAC complaints policy

Mental Health Act 2001

UK Mental Capacity Act 2005

Disabilities Act 2005

National Minimum Standards for Care Homes for Older People (U.K)

Care Standards Act 2000 (UK)

Mental Health Act 2007

Human Rights Act 1998 (UK)

Lead Director:	Sarah-Jane Dillon	Contact: (tel and email)	sarahjane.dillon@rehab.ie 00353 (0) 1 2057398
Business Area:	Corporate Affairs		
Version Number:	2.00		
Reference Number:	COR-GOV-002	Subject/Activity:	Governance

If you have any queries related to this policy, please email the Lead Executive COR-GOV-002@rehab.ie

POLICY *

Title: *Complaints and Compliments*

This policy applies to all Rehab Group Services from December 2014.

If you have any questions about this policy you can

1. Email your questions to COR-GOV-002@rehab.ie

OR

2. If you need help quickly you can call 00 353 1 205 7000



Policy Statement

Rehab wants to hear what you think of your service – whether you are happy or not.

RehabGroup

This easy read document explains Rehab's complaints and compliments policy.



Everyone who uses Rehab's services will be told about this policy when they start with the service.



* Rehab Group may amend, replace or withdraw this policy, and/or any related procedures or guidelines, from time to time at its absolute discretion

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Your Rights:

You have the right to:

- Make a complaint.



- Have an advocate. An advocate is someone who supports you to make a complaint and to help you understand the process.



- Privacy - only those people who need to know about your complaint should be told about it.



- Have the complaint process explained to you in a way that you understand.



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- Have your complaint dealt with fairly and as quickly as possible.



clock rather than
scales

- Have the outcome of the complaint process clearly explained to you.



- Appeal the outcome of the complaint process if you aren't happy with it.



In certain cases, complaints may need to be looked at by a person or organisation outside of Rehab.

Each Rehab division/ centre has their own way of dealing with complaints but they all follow the same stages.

These stages are outlined in the Making a Complaint procedure.

RehabCare
RehabEnterprises
National Learning Network

Rehab Group POLICY

Who can make a complaint?

A member of the public or any person who uses, or wants to use, Rehab services can make a complaint.



If you are not able to make a complaint you can ask someone to support you to make the complaint. This person is called an **advocate**.

Everybody who wants to make a complaint can have an advocate to help them.



An advocate can be a close relative, a carer, a legal representative, a member of Rehab staff, one of the advocacy officers or anyone else you want to represent you.

Advocates must:

- Empower you
- Respect you and your wishes



Rehab Group POLICY

- Act independently and consult with you



- Keep all details of your complaint private



Reason for Policy

Rehab wants to hear what you think of your service – whether you are happy or unhappy. We want to hear from the people who use our services, as well as staff members and anyone else who has an involvement with Rehab.

Who is Affected by this Policy?

RehabGroup

Investing in People, Changing Perspectives

All Rehab Group future and current service users, staff, volunteers, visitors and partners. This policy also applies to people who members of the public and people who applied for a Rehab Group Service and who were turned down.

Related Policies

Related Procedures and Guidelines

Making a Complaint (SU)
Dealing with a Complaint (Staff)

Rehab Group POLICY

Reference Documents

Health Act 2004, Part 9.



Health and Social Care Professionals Act 2005



Health Act 2004 (Complaints) Regulations 2006



HSE complaints policy



Health Act 1970



FETAC complaints policy



Mental Health Act 2001



UK Mental Capacity Act 2005



Disabilities Act 2005



National Minimum Standards for Care Homes for Older People (U.K)



Care Standards Act 2000 (UK)



Mental Health Act 2007



Human Rights Act 1998 (UK)



PROCEDURE*

Title:		<i>Receiving Compliments</i>	
Applies	<input checked="" type="checkbox"/> ALL	<input type="checkbox"/> Scotland	<input type="checkbox"/> Poland
Jurisdiction:	<input type="checkbox"/> England	<input type="checkbox"/> Ireland	<input type="checkbox"/> Netherlands
Effective from:	December 2014	Division:	<input checked="" type="checkbox"/> All

Overview

In promoting a culture of organisational learning and development, and one where we want to give proper recognition the efforts staff make on a daily basis, compliments, when received, are managed in structured manner.

Compliments and expressions of appreciation are valuable in monitoring the effectiveness of the service being provided, and specific efforts and contribution made by staff. Compliments can provide useful learning points and examples of good practice which can be shared throughout the organisation to encourage our staff to continue to provide and improve on excellent service. They can also be used to provide individual acknowledgment to staff where their contribution has been recognised as an individual or as part of a team.

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Rehab Group PROCEDURE

Procedure – Steps

	<i>Responsibility</i>
A compliment may come from a service user, or from a third party on behalf of a service user	All Staff
A compliment may be made in a number of different formats including: <ul style="list-style-type: none">• In person verbally• By phone• Witten	All Staff
Compliments received will be passed to the manager of the service.	All Staff
Managers will seek to ensure that: <ul style="list-style-type: none">• Staff teams named in the compliment are notified	All Managers
If learning's from a compliment are transferable within a service / centre / division or within group, these learning's will be communicated via <ul style="list-style-type: none">• Regional managers meetings• Supervision• A log of compliments	All Managers

Scope

All staff members who may receive a compliment

Rehab Group PROCEDURE

Definitions

External Agency	An agency external to Rehab Group such as an agency which funds the service or a watchdog organisation. E.g. HSE, HIQA, CQC, OFSTED, Police
Compliment	A compliment is an expression of satisfaction with a service made by an individual about the service received from Rehab.. A compliment may be made in relation to an individual, a team or Rehab as whole.
Complainant	Person making the complaint

Related Policies

Service User Complaints and Feedback

Related Procedures and Guidelines

See the list(s) of related procedures and guidelines in the related policies listed above

Reference Documents

See the list(s) of reference documents in the related policies listed above

Lead Director:	Sarah-Jane Dillon	Contact: (tel and email)	sarahjane.dillon@rehab.ie 00353 (0) 1 2057398
Business Area:	Corporate Affairs		
Version Number:	2.00		
Reference Number:	COR-GOV-002.1p	Subject/Activity:	Governance

If you have any queries related to this policy, please email the Lead Executive COR-GOV-002@rehab.ie

PROCEDURE*

Title:	<i>Service Users - Making a Complaint</i>		
Applies	<input checked="" type="checkbox"/> ALL	<input type="checkbox"/> Scotland	<input type="checkbox"/> Poland
Jurisdiction:	<input type="checkbox"/> England	<input type="checkbox"/> Ireland	<input type="checkbox"/> Netherlands
Effective from:	December 2014	Division:	<input checked="" type="checkbox"/> All

Overview

In order to provide the best possible service, Rehab Group encourages all those who use its services to voice any complaints they have regarding a service / designated centre, a Rehab staff member, other service user(s) or any other party.

Complaints can be made in the format of your choice and a standard procedure exists to ensure that all complaints are dealt with fairly in a transparent manner and within reasonable timeframes.

The complaint process is available to all service users, their representatives/advocates, as well as to unsuccessful applicants to a Rehab Group service. The complaint procedure is available in a format suitable to the person making the complaint.

If requested/appropriate the Rehab Group can provide an internal advocate to assist a person to make the complaint, explain the procedure and record any outcomes.

A picture chart of the process is attached at the end of this document.

Procedure – Instructions

There are three stages to the complaint process. At the end of each stage the complainant can opt to continue to the next stage or can end the process. A successful outcome to a complaints process is one where the complainant and the Rehab Group service are clear as to the issue, where both parties are agreed and sign up to a resolution and where they identify how the issue will be dealt with in future.

* Rehab Group may amend, replace or withdraw this policy, and/or any related procedures or guidelines, from time to time at its absolute discretion

Rehab Group PROCEDURE

Who should I complain to?

If you have a complaint, you can make it to any Rehab staff member, if they can't deal with it themselves, they will direct you to the person who can. Below is some guidance:

- If your complaint is about a staff member you can complain directly to that person or to his/her supervisor/manager if you prefer
- If your complaint is about a service (or lack of service) bring the complaint to any staff member or manager
- If you are a service user you can also bring a complaint to a meeting of your representative council (NRAC, LRC, and Resident Representative, etc) if one operates in your area or to a house meeting.

Anonymous complaints

Although some complainants may not wish to submit their details for legitimate reasons, it is Rehab's clear preference that complainants waive anonymity in order to allow the organisation to respond with a resolution.

If a complaint, when investigated, is unfounded and has adversely affected the person about whom the complaint is made and/or a pattern of complaints is observed, Rehab Group reserves the right to investigate the anonymous complainant and query their motivation.

The investigation of complaints uses Rehab resources and it is in the interest of investigating genuine complaints that malicious/vexatious complaints are dealt with appropriately.

All complaints are protected by the following assurances:

1. Your Confidentiality

All information we receive during the course of a complaints process will be treated as confidentially as possible. If you provide us with personal or sensitive personal data, we will handle this in line with the Rehab Group's legal data protection obligations and with the organisation's Data Protection Policy. If you ask us to protect your identity by keeping it confidential, we will not disclose it without your consent. **The only exceptions to this are if we are legally required to reveal your identity or if your disclosure raises an issue which we cannot properly address without disclosing your identity.** If a situation arises where we are required to reveal your identity or where we are unable to resolve a concern without doing so (for instance if a statement is needed from you), we will endeavour to discuss with you options on how we can proceed.

In line with our policy (complaints) and external regulatory requirement we are required to keep a log of all complaints and how they are managed. Your complaint

Rehab Group PROCEDURE

will be logged on a confidential database and will be handled in line with the Rehab Group's legal data protection obligations and with the organisation's Data Protection Policy.

2. Your Anonymity

With reference to the above assurance, we hope you will feel comfortable to openly raise your concern with us. It is Rehab's preference that complainants waive anonymity for the following reasons;

- Rehab can revert to the individual with queries to help aid an investigation process
- Rehab can establish if the same complaint has been made by several individuals which will duly inform the investigation of the complaint
- Rehab can contact the complainant updating him/her of the investigation result and decisions/actions taken.

However, we realise that there may be situations when you would prefer to raise a concern anonymously and you may do this by following the steps in this policy. Note that these assurances **are not** extended where a complaint is vexatious and/or malicious.

Useful information for participation in the complaints process

At any stage, you can make your complaint to an appropriate external agency. A list of external agencies that you can complain to will be available from your local service / designated centre. However, we would encourage you to use all internal mechanisms available to you first.

To ensure that complaints are dealt with in the most effective manner possible, complaints may be directed to a more appropriate stage in the process e.g. if a complaint is received by a Director it may be channeled to a service manager.

You might find it helpful to keep a record of your complaint – there is a form where you can fill in information about how your complaint is addressed at the bottom of this document for you to use. If you have any difficulty completing these forms you are free to make an audio recording of your complaint and/or ask your advocate to assist you in keeping a record that you are most comfortable with.

Stage 1

1. Identify who you want to complain to.
2. Make the complaint in a manner you are comfortable with.
3. Make it clear that it is a complaint.
4. You can bring someone with you for support if you want.
5. Through talking about your complaint with the person/staff member involved you may feel that the problem is resolved.

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6. If after talking with the person/staff member you feel the complaint is still a problem and you are still unhappy you can bring it to Stage 2 of the process.

Stage 2

Write your complaint using **FORM A** (below) or other format of your choosing, and what you would like to see happening and give it to the manager of the service. If the complaint is about the manager of your local service then forward it to the service's regional manager or equivalent (this information will be available in your service). Complaints in different formats, such as audio recordings, can be submitted in the same manner. You can ask for someone of your choice to help you with this.

Stage 2 will be managed as a collaborative process between the complainant and the service / designated centre manager or designee. If necessary, the manager may decide to refer the complaint to a more senior level.

A written acknowledgement of the complaint will be provided to you in an agreed timeframe. You will be told how long you will have to wait for this acknowledgment by the service manager. If the acknowledgement isn't provided to you within the indicated timeframe please contact the manager to raise the issue again. Contractual obligations from funders and other stakeholders will be adhered to.

This stage will involve a process agreed by the service manager and the complainant. Avenues such as mediation, investigation or panel meetings may be used.

A complaint can be considered closed when all parties are clear as to the issue, agree and sign up to a resolution and identify how in future that issue will be dealt with.

Stage 3

If you feel the problem still exists after the Stage 2 process, write your complaint using **FORM B** (below), state what you would like to see happening and send it to the Rehab Group Director of your service. The name and contact details of the appropriate Director or designee can be supplied by your manager.

1. The Rehab Group Director or designee will write to you to say that he/she has received your complaint within **five** working days of receiving it, telling you what is going to happen.
2. Stage 3 will be a review of the issues, process and conclusions of Stage 2.
3. The Rehab Group Director or designee may commission further analysis of the issues as required.

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- An outcome to the review will be issued to the complainant and other relevant parties within an agreed timeframe. The Director or designee may meet with the complainant and other relevant parties to discuss the complaint, its review and resolution. A complaint can be considered closed when all parties are clear as to the issue, agree and sign up to a resolution and identify how in future the issue will be dealt with.
- In the event that you are not happy with the outcome of Stage 3, Rehab will provide you with information regarding an appropriate external body to further your complaint. This option is available at all stages on request.

Scope

This policy applies to service users (individuals who access Rehab Group services, this includes 'learners', 'clients' or any other term used divisionally to describe individuals who access Rehab Group services) members of the public or other external individuals/groups.

Definitions

LRC	Local Representative Committee elected by NLN service users
External agencies	An agency external to Rehab Group such as an agency which funds the service or a watchdog organisation. E.g. HSE, HIQA, CQC, OFSTED, Police
Malicious	<u>intended</u> to harm or upset other people
Representative organisations	Organisations that act as representatives for individuals e.g. NRAC, National Advocacy Services

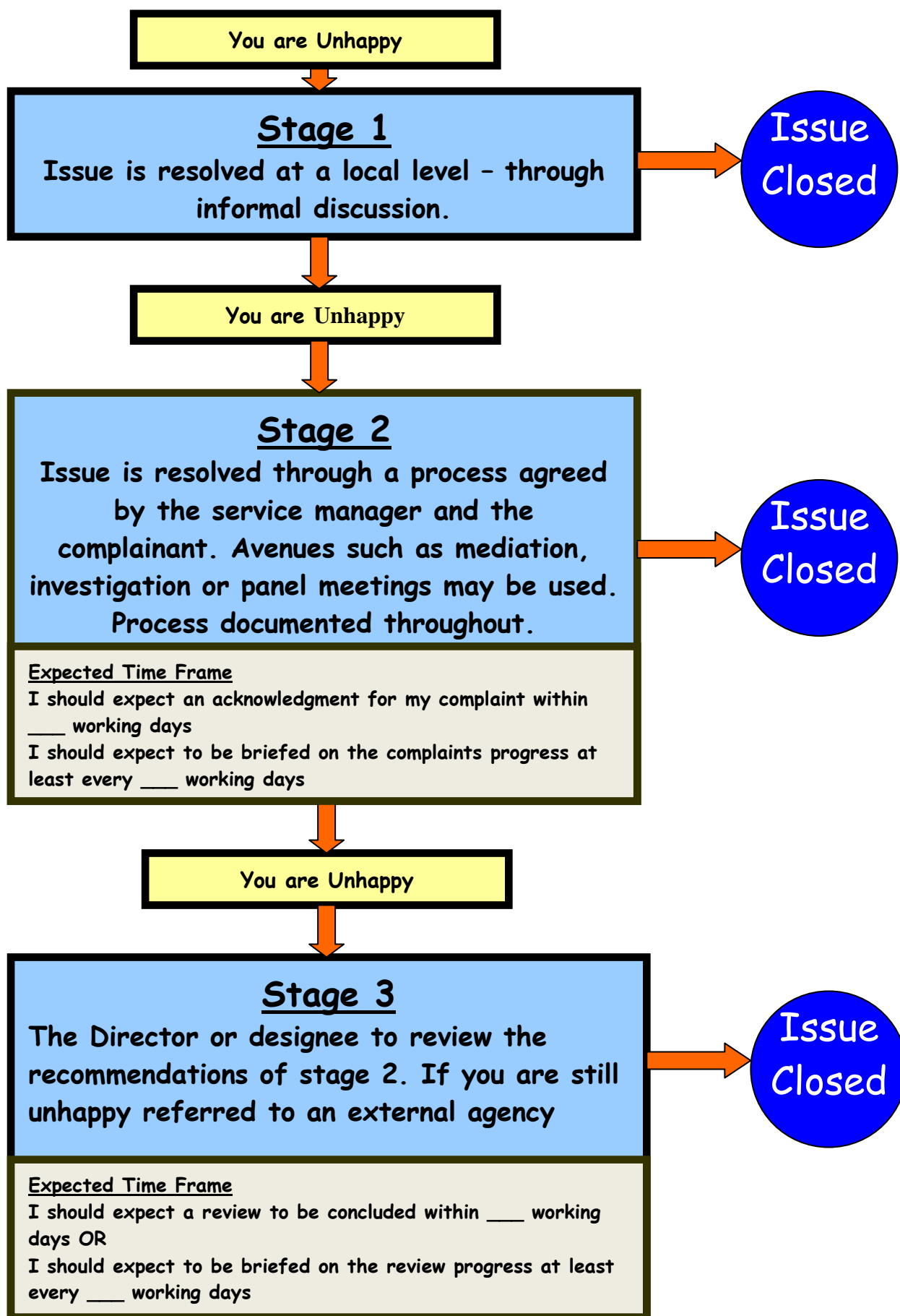
Related Policies

Service Users Complaints

Lead Director:	Sarah-Jane Dillon	Contact: (tel and email)	sarahjane.dillon@rehab.ie 00353 (0) 1 2057398
Business Area:	Corporate Affairs		
Version Number:	2.00		
Reference Number:	COR-GOV-002.2p	Subject/Activity:	Governance

If you have any queries related to this policy, please email the Lead Executive COR-GOV-002@rehab.ie

Rehab Group PROCEDURE



Rehab Group PROCEDURE

Complaints Process - Form A

(This form may be recorded)

Please give/send the completed form to the Manager / Coordinator of the centre
Keep a copy for yourself

To: _____ Manager

From/On behalf of: _____

I wish to complain about:

I think the problem might be put right by

What I would like to happen next is....

Signed / or on behalf of:

Date

Rehab Group PROCEDURE

Complaints Process - Form B

Please give/send the completed form to the Director of service within the Rehab Group

Keep a copy for yourself

To: _____ Director or designee of RehabGroup

From/On behalf of: _____

Date: _____

Centre / Service: _____

I made a complaint in writing to _____, the manager / Coordinator of _____
_____ on _____ date

The complaint was about

We had meeting(s) but I am still unhappy with the outcome.

I should like to present my complaint to you and a complaints panel. I wish to bring my friend/advocate/representative _____ with me

I look forward to hearing from you.

Signed / or on behalf of:

Date

Rehab Group PROCEDURE

My Record of Complaints

Date: _____ Complaint given to: _____
The complaint was about

What happened: _____

Date: _____ Complaint given to: _____
The complaint was about

What happened: _____

PROCEDURE*

Title: ***Making a Complaint***

This policy applies to all Rehab Group Services in Ireland from December 2014.

If you have any questions about this procedure you can

1. Email your questions to COR-DAM-001@rehab.ie

Or

2. If you need help quickly you can call 00 353 1 205 7000



Procedure Statement

Rehab wants to hear what you think of your service – whether you are happy or not.

RehabGroup

This easy read document explains the Rehab Group procedure for making a complaint.



Everyone who uses Rehab's services is entitled to make a complaint regarding a service, a staff member, another service user or anybody else in Rehab through its complaints process.



* * Rehab Group may amend, replace or withdraw this procedure, and/or any related policies, procedures or guidelines, from time to time at its absolute discretion

Rehab Group PROCEDURE

If you wish, you can get support from an advocate to make the complaint and to explain the process to you.



You can also make your complaint to an appropriate outside agency. The Manager of your service can tell who these agencies are and how to contact them.



You can make your complaint anonymously.

You should give your contact details. This allows Rehab to contact you with any questions they have and to update you on the investigation



Any information received during the complaints process will be kept private.

If you ask that your identity is kept private, it will be. The only exception is if Rehab is required by law to reveal your name or if Rehab needs to reveal your name to get a matter sorted.



You can also make a complaint anonymously. This means you don't give your name but if you do, it would make the complaint easier to investigate.

Rehab Group PROCEDURE

You should keep a record of your complaint by filling in the form at the end of this document or by making an audio recording.



Every Rehab division has their own procedure for making a complaint but they all follow the same 3 stages.

If you wish, you can decide to stop the complaint at the end of any of the stages.



Stage 1.

You can make a complaint to any member of staff. If they can't help you, they will tell you someone who can.

When making a complaint, you need to know:

- Who you want to complain to?
- How you are going to make the complaint?
- Whether you want to bring someone with you for support?

You should make it clear that you are making a complaint.

If, after making your complaint, you feel there is still a problem, you can bring it to Stage 2.

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Stage 2.

- Write your complaint down using Form A at the back of this document.
- Give this form to the manager of your service or, if the complaint is about the manager, give it to the regional manager.



Within a certain period of time, you will get a letter saying your complaint has been received. The Manager of your service will tell you when you can expect to receive that letter.



If, after Stage 2, you feel there is still a problem, you can bring it to Stage 3.

Stage 3.

- Write your complaint down using Form B at the back of this document. Send it to the appropriate Director. The Manager of your service can tell you who this is.



- You will get a letter saying your complaint has been received within 5 working days.

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Rehab Group PROCEDURE

- Your complaint will be reviewed by the Director. They will also look at how your complaint has been dealt with in Stage 1 and 2.



- You will be told of the outcome of Stage 3 within a set period of time.



- If you are not happy with the outcome of your complaint at the end of Stage 3 you can take it to an appropriate external agency.

You can also do this at any stage of the complaint process.

The Manager of your service can tell you who these agencies are and how to contact them.



Who is affected by this procedure?

RehabGroup

Investing in People, Changing Perspectives

All Rehab Group future and current service users, staff, volunteers, visitors and partners.

Lead Director:	Sarah Jane Dillon	Contact (tel & email):	Sarahjane.dillon@rehab.ie 01 2057200
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