



TREASURE KEEPERS

COMPLIMENTS & COMPLAINTS POLICY

Authors:	Vikki Cohen & Jo Groom	Review By:	Vikki Cohen & Jo Groom
First Issue Date	11.11.2020	Previous Review Dates:	28.01.2022 26.07.2021 22.02.2021 11.01.2022 10/06/2024 Jo Groom
Current Review Date	04.09.2024	Next Review Date	08.09.2024

Legislation relevant to Compliments and Complaints Policy

- Children Act 1989
- Care Standards 2000
- Adoption and Children Act 2002

Practice Guidance for Compliments and Complaints Policy

- Working Together to Safeguard Children 2018
- Adoption: National Minimum Standards 2011 (updated 2014)
- Practitioner Standards of practice listed in Conduct Management Policy.

Linked Treasure Keepers Policies

- Child and Adult Safeguarding and Protection
- Conduct Management
- Confidentiality
- Data protection and Privacy
- Drug and Alcohol
- Internet/Computer Use
- Significant Incident and Notifiable Events
- Whistleblowing

Introduction

As a Service we value feedback.

Compliments and complaints are valued as a source of information and enable us to reflect on how we can further improve and innovate in our service.

We encourage feedback from our Service Users (Adults and Children) and have a postbox outside the consultation rooms in which they can post their thoughts and ideas.

All service users, referrers and training course attendees will have access to this policy.

Children and young people also have a separate children's guide which explains the complaints policy. This is available in printout or can be downloaded from our website.

Complaints will be handled with efficiency and each stage will be concluded within 28 days.

Complainants will have the right of appeal.

Confidentiality will be maintained at all stages.

No person who is subject to the complaint will take part in investigation of the complaint.

Compliments

Treasure Keepers[®] aims to use compliments to enable us to develop a service of excellence and to encourage all our professionals to be the best they can be.

A compliment may be made about an individual, or the organisation as a whole and may be made by both those external and internal to the service.

Aims of the Compliments Policy

- ✓ To ensure that compliments received are properly recorded, acknowledged and communicated to the individuals who are being complimented.
- ✓ To identify areas for improvement and potential good practice can be identified and used to promote a higher quality of performance.

Making a Compliment

We ask that the individual provides some key information so that we may log the compliment formally. Information we ask for:

- 1) A name (although the compliment provider may remain anonymous)
- 2) The work or Treasure Keepers[®] Associate it is regarding
- 3) Brief details of the compliment.

Any compliments will be passed on to the relevant Associate within 3 working days.

Once the compliment has been dealt with and relevant parties informed Treasure Keepers[®] will record it for future reference, with the information being used for example during staff members appraisals or in the wider context any company performance monitoring reports.

Complaints

Treasure Keepers have a complaints management process.

Such complaints would be invited for submission to the Director of Treasure Keepers or to the Service Manager.

No person who is subject to the complaint will take part in investigation of the complaint.

If the complaint should be about the Director, then all Service Users are advised at the point of initial contracting how they can make a complaint to the British Psychological Society; and/or the Health Care Professionals Council; or to Ofsted.

The complaints procedure as detailed below would be initiated by the Director and then if it cannot be resolved through step 1 (informal) then this would follow the process of step 2 (formal) but would be reviewed as in step 3 by the independent person. This would be to avoid bias.

If the complaint is about the Registered/Service Manager, then this should first be raised to the Clinical/Service Director and then the complaints process (see below) will be followed if required.

If a complaint is about the service as a whole then Service Users are advised (In the Children's and Adult's Treasure Keepers Services Guide) to contact their referring Local Authority Commissioning Team.

Aims of the Complaints Policy

- ✓ The aim of this policy is to enable any individual who comes into contact with Treasure Keepers to have information regarding the process in place for receiving formal feedback on the services which we provide.
- ✓ Treasure Keepers believes it vital to operate in an open and accountable way in order to build commissioner and Service User trust and therefore gladly welcomes all types of feedback, including negative.

- ✓ Treasure Keepers[®] aims to respond to comments positively in order to ensure that we keep our commitment to clients and provide as quality a service as possible.
- ✓ This policy sets out the process that a complaint will go through from its inception to its satisfactory resolution agreed upon by Treasure Keepers[®] and the complaint creator.
- ✓ Despite the set route that such comments take when received by Treasure Keepers[®], every case is considered individually so that the most relevant action is taken.

The purpose of the Complaints Procedure

Initially the purpose of formally processing complaints is to be able to determine the cause of the complaint.

This can then lead us to assess why this complaint came to be and if relevant improve processes to prevent reoccurrence.

There are two desired results of the complaints procedure:

- 1) Initially to ensure that the complainant is fully satisfied with our proposed resolution.
- 2) To enable Treasure Keepers to look at the way we manage services using the complaints to assist us in avoiding the issue occurring again in the future.

By analysing the complaint, we believe we can provide a better quality service to our Users.

We encourage individuals who wish to make a complaint to contact Treasure Keepers directly by email on manager@treasurekeepers.co.uk.

Treasure Keepers always aims to provide a timely response.

The more information provided, the quicker Treasure Keepers will be able to provide a satisfactory response.

Treasure Keepers will ensure complaints can be made by a person acting on behalf of a child. Details of how to do this are provided within the Children's Guide (page 10) which is distributed to every Child and Young Person receiving Treasure Keepers Services.

Our responsibility when dealing with complaints

Treasure Keepers[®] has a responsibility to deal with all complaints impartially and in a confidential manner, with names only being revealed in instances where information is required for any arising legal action.

Although we try to resolve any complaint immediately a formal response will be sent within 5 working days to the individual who has lodged the complaint.

This will either summarise our findings and explain what Treasure Keepers[®] thinks is a fair solution to the complaint, or in more serious cases informing the complainant of the current status of the process and when they should next expect to hear from us.

It is at this point in the process that Treasure Keepers[®] must take the decision if any concerns over an Associate's fitness to practice have been raised.

If this is the case it is our duty to report our findings to the HCPC (or other regulating body), Ofsted (see [significant incidences/notifiable events](#) policy) and cooperate with any further investigations that they may wish to conduct.

Treasure Keepers will ensure that no person making a complaint is subject to reprisal.

Complaints Process

A copy of the Complaints Policy is available for Service Users. This can be downloaded from the website or is available in the welcome pack given to each Service User.

Step 1- Informal:

- i. A complaint about the service can be made verbally, in writing or electronically to the Service/Registered Manager (manager@treasurekeepers.co.uk) or to the Clinical & Service Director Vikki Cohen (vikki@treasurekeepers.co.uk).
- ii. A written or electronic acknowledgement will be sent to the complainant within 5 working days.
- iii. The complaint will be investigated by the Manager, or Director within 10 working days of the complaint being acknowledged.
- iv. The initial action is to discuss the matter informally and they will endeavor to resolve the situation to the satisfaction of the complainant. Ideally a face to face meeting will be held.

Step 2: Formal

- i. If the complaint remains 'active' i.e. unresolved, the Manager will invite the complainant to complete complaints form, providing details of their complaint and the outcome they would like
- ii. A formal investigation will then be carried out to explore the complaint, this process will take 28 days.
- iii. This investigation is likely to involve speaking with professionals at Treasure Keepers, obtaining statements, considering the child's or service user's records and gathering other sources of information.
- iv. Sometimes as part of this investigation the complainant will be invited to a meeting to discuss their complaint.
- v. If the complainant is not satisfied following this meeting, they will be invited to respond to the investigation process in writing.
- vi. This response will go to the Registered Manager and Service/Clinical Director to respond to. If the complainant has a communication problem, then the Registered Manager will communicate with the complainant in the most appropriate way.
- vii. The management team will formally respond in writing within a further 28 days with Treasure Keepers position[®] statement to the complainant, clearly setting out the:
 - Original complaint
 - The range and content of the investigation
 - Content of any statements obtained
 - The management team's conclusion
- viii. The commissioning Local Authority will also be sent a copy of this report.
- ix. If the complainant is unhappy with the formal response, they have a further 28 days to inform Treasure Keepers of this and take the complaint to stage three.

Step 3: Independent Review

The Independent Person (not directly involved in the grievance) will then carry out an independent review of the complaint file.

A report by our independent person will then be completed within a further 28 days and will have clear conclusions and recommendations.

A copy of this report will be sent to the Complainant and to the Management Team of Treasure Keepers

The Management Team of Treasure Keepers will be obliged to comply with these recommendations.

If the Complainant is still not satisfied, the Complainant is free to engage their commissioning agency's complaints procedure, or contact Ofsted who inspect Treasure Keepers

Ofsted - 0300 123 1231 Piccadilly Gate Store Street Manchester M1 2WD

Other Options

Service Users or commissioning authorities may also lodge a complaint to the professional bodies with Treasure Keepers are registered or accredited.

This may be the Health Care Professionals Council where you will need to complete a referral form about the Practitioner's fitness to practice.

Their website link to this is <https://www.hcpc-uk.org/concerns/>

Referrals can be sent by post or email.

Fitness to Practise Department

The Health and Care Professions Council

184 Kennington Park Road

London

SE11 4BU

If you wish to make a complaint about a Social Workers fitness to practice, the link to the website is here:

<https://www.socialworkengland.org.uk/concerns/raise-a-concern/>

You can call Social Work England on 0808 196 2274 or email enquiries@socialworkengland.org.uk to tell us about what you need, or if you have any questions.

Further Actions by Treasure Keepers for Associates

If a complaint against an Associate is investigated and found to have legitimate grounds that indicate poor practice, then the following steps will be followed:

Step 1: The Associate will no longer be used within Treasure Keepers They may also be asked to close their caseload in a clinically ethical way.

Step 2: The Associate will be reported to their governing body. Usually this will be the Health Care Professionals Council. They may then face Conduct Management procedures through this body.

Step 3: If this complaint involves harm to a Service User this would activate safeguarding processes. This would be to inform the LADO (Service Users Local Authority and Practitioners Local Authority), the Police and Ofsted (via the online notification process - [Tell Ofsted about an incident: children's social care notification - GOV.UK \(www.gov.uk\)](#). Further details on this process are available in the [significant incidences/notifiable events](#) policy

Further Actions by Treasure Keepers Against Employees

If a complaint is investigated and found to have legitimate grounds that indicate poor practice, then the following steps will be followed:

Step 1: The Employee will be temporarily suspended, whilst investigation takes place, in line with the suspension policy in the Employee Handbook. This may result in disciplinary action, up to and including dismissal for gross misconduct. There will also be a requirement for their caseload to be closed in a clinically ethical way.

Step 2: The Employee will be reported to their governing body. Usually this will be the Health Care Professionals Council. They may then face disciplinary procedures through this body.

Step 3: If this complaint involves harm to a Service User this would activate safeguarding processes. This would be to inform the LADO (Service Users Local Authority and Practitioners Local Authority), the Police and Ofsted (via the online notification process - [Tell Ofsted about an incident: children's social care notification - GOV.UK \(www.gov.uk\)](#). Further details on this process are available in the [significant incidences/notifiable events](#) policy