

GENERAL POLICY	
TITLE	COMPLAINTS POLICY AND PROCEDURE
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SCOPE/TARGET	VENTURI HEALTHCARE STAFF/AGENCY STAFF
LINKED POLICIES	<i>Duty of Candour Policy Whistleblowing Policy Safeguarding Policy</i>
APPROVAL ROUTE	POLICY GOVERNANCE GROUP
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1	New Policy		Apr 17
2	Review	Co Name Change	Aug 18
3	Review	Amendment to Process	Feb 21
4	Review	None	June 21
5	Review	Include ref. Accessible Version	June 2022
6	Annual Review	Change of Company Logo Updated information regarding accessible information	June 2023
7	Policy Review	Updated contact details and Complaint Log Book replaced with Complaint Log on Monday.com	Feb 2025

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1.0 INTRODUCTION

Venturi Healthcare are committed to providing a high-quality service to everyone we deal with, which meets the expectations of our Service Users, friends, families and other professionals involved in their care.

However, there may be times when these standards are not met which may result in a complaint being made. When a complaint is made, the Company are fully committed to completing a robust investigation into the circumstances resulting in the complaint.

Although the Company would prefer to try and resolve any complaints informally, it is recognised that on occasion formal complaints will be received and we will look upon complaints as an opportunity to improve the service we provide. (This policy can be provided in accessible format, please speak to the Home Manager or Head Office to access).

2.0 PURPOSE OR AIMS & OBJECTIVES

This policy will clearly define the process for making a complaint, how complaints are investigated and how improvements will be identified and implemented within Venturi Healthcare services.

3.0 SCOPE

This policy applies to all Venturi Healthcare staff, agency workers, visitors and contractors working for or on behalf of Venturi Healthcare.

Venturi Healthcare or the 'Company' refers to all Companies in the Venturi Healthcare Group of Companies including holding, subsidiary and associated companies within the meaning of the Companies Act 2006 Section 1159. These include subsidiaries.

4.0 DEFINITIONS

Complaints Procedure – a one-page flow chart detailing the process.

Complaints Log – Electronic database on Monday.com detailing a record of complaints received.

5.0 ROLES & RESPONSIBILITIES

5.1 Managing Director

- *Has delegated responsibility for ensuring compliance with this policy.*
- *Will be responsible for ensuring this policy is adhered to and distributed to the Homes.*
- *Will be responsible for undertaking first stage complaints in cases where it is not appropriate for the Registered Manager to do so.*
- *During the complaint investigation process will ensure regular communication and updates, provide and investigation report which address the nature of the complaint and whether the complaint has been substantiated, partially substantiated or not substantiated.*

- Will ensure improvements are identified to improve the service.
- Guidance and support will be provided to develop an action plan that supports delivery of any identified improvements.

5.3 Registered Manager

- Has responsibility for receiving, logging and responding to all complaints in a timely manner.
- Will undertake, where appropriate, initial first stage investigation into the complaint.
- During the complaint's investigation process will ensure regular communication and updates, provide and investigation report which address the nature of the complaint and whether the complaint has been substantiated, partially substantiated or not substantiated.
- Will ensure improvements are identified to improve the service.
- Will work with the Directors to develop an action plan that supports delivery of any identified improvement.
- Will attend any complaints management training as required.

5.4 People Services

- Will advise managers on the application of this policy.
- Will ensure the effective implementation of the policy.
- Will provide support and guidance when required.
- Will review and update the policy as necessary.

5.4 All staff

- Will record any verbal complaints received in relation to service users on the individuals file on PCS Complaints. Non resident specific should be recorded on Complaints Log.
- Will escalate any verbal complaints to the person in charge of the shift or registered manager.
- Will deal with any complaints in a positive and supportive manner. (No action is not an option).
- Will ensure all written complaints are passed to the appropriate person in charge.

6.0 COMPLAINTS PROCESS

Each home will display a copy of the Company Complaints procedure to ensure it is easily accessible to everyone. A copy of the accessible information Complaints and Compliments is also available.

We are continually striving to provide high quality service to every one of our customers.

Customers are at the heart of everything we do and by listening to the people we care for, we will improve our services and continue to make them safer and more responsive. We will learn lessons that will benefit our residents and our staff. Learning from what our customers tell us will support us with the development and on-going improvement of our services.

If a complaint alerts us to possible abuse or neglect, we will inform the local adult safeguarding team. The safeguarding team will decide how to investigate and monitor outcomes.

The Company also understands that it owes a duty of candour particularly when things go wrong with resident care and treatment and where required will take appropriate action (refer to Duty of Candour Policy).

If you require support on how to raise concerns or make a complaint, support can be provided by speaking to a member of the care team who will ensure that a senior member of staff will offer to support you. Alternatively you can ask a member of the staff team to contact our head office team who will allocate a member of their team to support you. If you require a copy of the complaints procedure in an alternative format, please do not hesitate to speak to the Manager who will facilitate your requirements.

Tips for your complaint

- Be specific about what happened and when – include dates and times or staff names, where possible.
- Keep copies of any letters or emails you send or receive.
- Note down when you have had phone calls and meetings about the complaint with the care home. Write down who you spoke to and what they said.

It can help to be clear about what you want to be done or what you expect to change as a result of raising your concern/complaint.

Making a complaint

If you are dissatisfied with any part of our service, please talk to us. By discussing your concern with a member of the care team or home manager, issues can usually be resolved swiftly. They will be able to discuss the problem with you and together we can agree the next steps.

We take all complaints we receive very seriously and do our best to work with our customers to sort them out as soon as possible.

We ask that you give us the details of your complaint within 12 months of the incident, or within 12 months of you becoming aware of the problem. We will respond to your concerns considerately, quickly and as effectively as possible.

You can make a complaint:

- verbally (in person or by phone)
- in writing
- electronically, via email – either directly via the Home Managers email address or via our head office info@venturihealthcare.co.uk

When we look at your complaint, we will aim to:

- find out what happened.
- identify what went wrong.
- ensure you receive an apology if one is due.
- identify what we can do to avoid similar issues in future.

The complaints process follows three stages, and we find the majority can be resolved during the first stage.

Stage One: Local Resolution

We recommend that all concerns should be raised with the Home Manager in the first instance, as many issues can be resolved immediately.

We do understand it isn't always possible to raise a complaint directly with the people involved in providing the care, so in that situation you are welcomed to raise your complaint with the head office team.

We will acknowledge your complaint within 3 working days of receiving it and start a thorough investigation. We will provide you with a formal written response within 28 working days.

Of course, many complaints are resolved much quicker, however it may be helpful for you to meet with the home manager and the team to discuss your concerns or have telephone conversations where you are updated on progress. 28 working days is the timeframe for you to receive a formal written response. In exceptional cases we may request more time to conduct our investigation, if this is the case you will be kept informed and provided with a revised response date.

Stage Two: Internal Review

If you are unhappy with the response you receive from stage one, you can contact the head office People Services Department within 14 days of receiving a formal written response. The Complaints and Compliance Lead will look into the matter further for you and allocate to an appropriate person.

Again, this will be acknowledged by them, within 3 working days of receiving the escalation and a formal response will be provided within 28 working days.

Stage Three: External Agencies

You also have the right to take the complaint externally:

Residents whose care is funded fully or partially by the local council may complain to their local Social Services department.

Complaints/Concerns can also be raised via the Care Quality Commission, who are responsible for regulating all services for Venturi Health Care.

Residents in receipt of nursing care may complain to the Clinical Commissioning Group funding their care.

If after exhausting the company policy on complaints you are not fully satisfied with the outcome of an internal investigation, you have the right to refer the complaint to the Local Government Ombudsman and request that it be reviewed. The LGO provides a free, independent service. This service can be provided by various organisations depending on the geographical location of the service.

If it is inappropriate to address the complaint to the home manager, then it should be addressed and sent to Venturi Head Office:

People Services Department
Venturi Healthcare
Unit 10, Sceptre Court
Sceptre Way
Bamber Bridge
Preston
PR5 6AW
Tel: 01772 321480
www.info@venturihealthcare.co.uk

The procedure as outlined in this policy will be followed. Should you remain dissatisfied with the 3rd stage review investigation and outcome then you should contact the Local Government and Social Care Ombudsman:

Tel: 0300 061 0614
Website: www.lgo.org.uk

You can also contact CQC (Care Quality Commission). CQC will not investigate complaints however they do receive information of concern from members of the public and will ensure that your concerns are raised with the appropriate parties.

7.0 MONITORING & COMPLIANCE

Monitoring and Compliance will be undertaken under the direction of the Managing Director and the results of monitoring will be reported accordingly. Compliance with this policy will be monitored through:

On a monthly basis via the Company Governance process, along with Quality Monitoring visits to homes, where complaints are reviewed to ensure they are kept up to date and within the relevant timescales.

8 EQUALITY IMPACT ASSESSMENT

Step 1: Complete draft policy

Step 2: is the policy relevant to equality. I.E will the policy impact on staff, service users and the public? **If NO** – No further action required, sign and date below this to confirm. **If YES** – proceed to step 3.

This policy does not impact on staff, service users or the public: Signature: _____ **Date:** _____

Step 3: The following table should be used to consider advancing equal opportunities and fostering good relations and inform of any required changes to the policy. Indicate yes / no / don't know and note any reasons.

	Does any aspect of this policy actually or potentially discriminate against this group?	Can equality of opportunity for this group be improved through this policy or changes to the policy?	Can this policy be amended so that it works to enhance relations between people in this group and people not in this group?
AGE	No	No	No
DISABILITY	No	No	No
GENDER REASSIGNMENT	No	No	No
PREGNANCY, MAT & PAT	No	No	No
RACE	No	No	No
RELIGION OR BELIEF	No	No	No
SEX	No	No	No
SEXUAL ORIENTATION	No	No	No

Step 4: Make any required amendments to the policy or identify any remedial action required.

Assessment completed by: H Lowe 06/02/2025

9 APPENDICES

Lancashire Care Homes – Complaints Procedure

Sefton Care Homes – Complaints Procedure

Wirral Care Homes – Complaints Procedure

Complaints Procedure - Lancashire

Venturi Healthcare is committed to providing high quality services and to constantly seek ways to improve.

Your comments compliments, suggestions or complaints should be made to the Home Manager in the first instance.

We view complaints as an opportunity for us to identify anything that is going wrong in our organisation and make it right. You can help us by letting us know about any problems as soon as possible.

Your comments and suggestions for improvement are always welcome. By working together, we can help ensure that our services are meeting your needs.

Complaints – What to do

All complaints will be treated seriously and dealt with as soon as possible.

If you are not happy with the service provided at within the Home, please let us know by contacting the Home Manager, either verbally or in writing. All complaints will be acknowledged within three working days of receipt and responded to fully following investigation within 28 working days.

If you are not happy with the response you receive you can contact:

Contact	Address	Telephone
Gianluca Loria, Managing Director	Venturi Healthcare, Unit 10, Sceptre Court, Bamber Bridge, PR5 6AW info@venturihealthcare.co.uk	01772 321480
Local Government and Social Care Ombudsman	https://www.lgo.org.uk/contact-us	0300 061 0614
Lancashire Safeguarding Adults Team	LSBU@lancashire.gov.uk	Tel: 0300 1236720 Out of Hours: 0300 123 6722
Lancashire County Council	County Hall, Preston, PR1 8XJ	0300 123 6701
Care Quality Commission	CQC National Customer Service, City Gate, Gallowgate, Newcastle, NE1 4PA enquiries@cqc.org.uk www.cqc.org.uk	03000 616161

Complaints Procedure - Sefton

Venturi Healthcare is committed to providing high quality services and to constantly seek ways to improve.

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Local Government and Social Care Ombudsman	https://www.lgo.org.uk/contact-us	0300 061 0614
Sefton Safeguarding Adults Team	https://www.sefton.gov.uk/social-care-and-health/adult-social-care/adults/safeguarding/	0345 140 0845
Sefton Council	contact@sefton.gov.uk	0345 140 0845 Out of Hours 0151 922 6107
Care Quality Commission	CQC National Customer Service, City Gate, Gallowgate, Newcastle, NE1 4PA enquiries@cqc.org.uk www.cqc.org.uk	03000 616161

Complaints Procedure - Wirral

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Your comments compliments, suggestions or complaints should be made to the Home Manager in the first instance.

We view complaints as an opportunity for us to identify anything that is going wrong in our organisation and make it right. You can help us by letting us know about any problems as soon as possible.

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Local Government and Social Care Ombudsman	https://www.lgo.org.uk/contact-us	0300 061 0614
Wirral Safeguarding Adults Team	cadt@wirral.gov.uk	0151 606 2006 Out of Hours 0151 677 6557
Wirral Council	PO Box 290 Wallasey CH27 9FQ https://www.wirral.gov.uk/about-council/contact-us/how-contact-council	0151 606 2000
Care Quality Commission	CQC National Customer Service, City Gate, Gallowgate, Newcastle, NE1 4PA enquiries@cqc.org.uk www.cqc.org.uk	03000 616161