



KINGSLAND HOUSE

COMPLAINTS, COMPLIMENTS & SUGGESTIONS POLICY.

This complaints, compliments & suggestions policy supports the implementation of the Social Services and Well-being (Wales) Act 2014.

Complaints, compliments, and suggestions form part of our quality assurance system. All feedback is reviewed by the Manager and Responsible Individual to support continuous improvement and regulatory compliance.

Please note that the latest care inspection report for Kingsland House can be accessed via the below website:-

www.careinspectorate.wales

COMPLAINTS PROCEDURE

“Forward Wales”, wishes to know of any concerns or complaints any customer may have regarding the Company, its operations, policies, or staff no matter how small.

Individuals have the right to complain and therefore complaints will be treated seriously and not affect the Company’s commitment to provide those who do complain with quality services.

The company seeks to be a listening company and only by listening to its customers will it meet its objectives.

“Forward Wales” explicitly supports Sir Roy Griffith’s statement that people should have a say on what services they receive and how they are delivered (DOH, 1989). We also acknowledge that people have the right to have their needs met in an individually tailored manner. Application of this philosophical position is naturally followed by recognition of the right for Individuals to register complaints if they are dissatisfied with any aspect of their service and for all other stakeholders to expect that their concerns are speedily and efficiently processed, and conclusions reached and recorded.

Principles

- All complaints, no matter who the complainant will be acknowledged, recorded, and treated seriously.
- Complaints will never be dismissed without investigation.
- Anonymous complaints are accepted and will be investigated as far as possible.
- Complaints from any source will be dealt with quickly and effectively, and feedback given to the complainant.
- All staff receive training in complaints handling and understand their responsibility to support individuals to raise concerns.
- The complainant at any stage may raise the complaint with the local authority commissioners.
- Justified grievances will be promptly remedied.
- Complainants will be able to bring their complaint to Forward (Wales) Ltd. without fear of incurring disapproval or a diminution of service.
- If complainants are not satisfied with the outcome, they or someone on their behalf will be encouraged to take up the matter with the local authority commissioners, (the latter statement being without prejudice to the right to contact the relevant registering authority at any time or point in the process of complaint).
- The Public Services Ombudsman for Wales can also be used if the complaint is unresolved.
- Care Inspectorate Wales should also be notified however they will not accept individual complaints and will look at the complaint from an overall perspective noting any themes.

Scope of the Policy

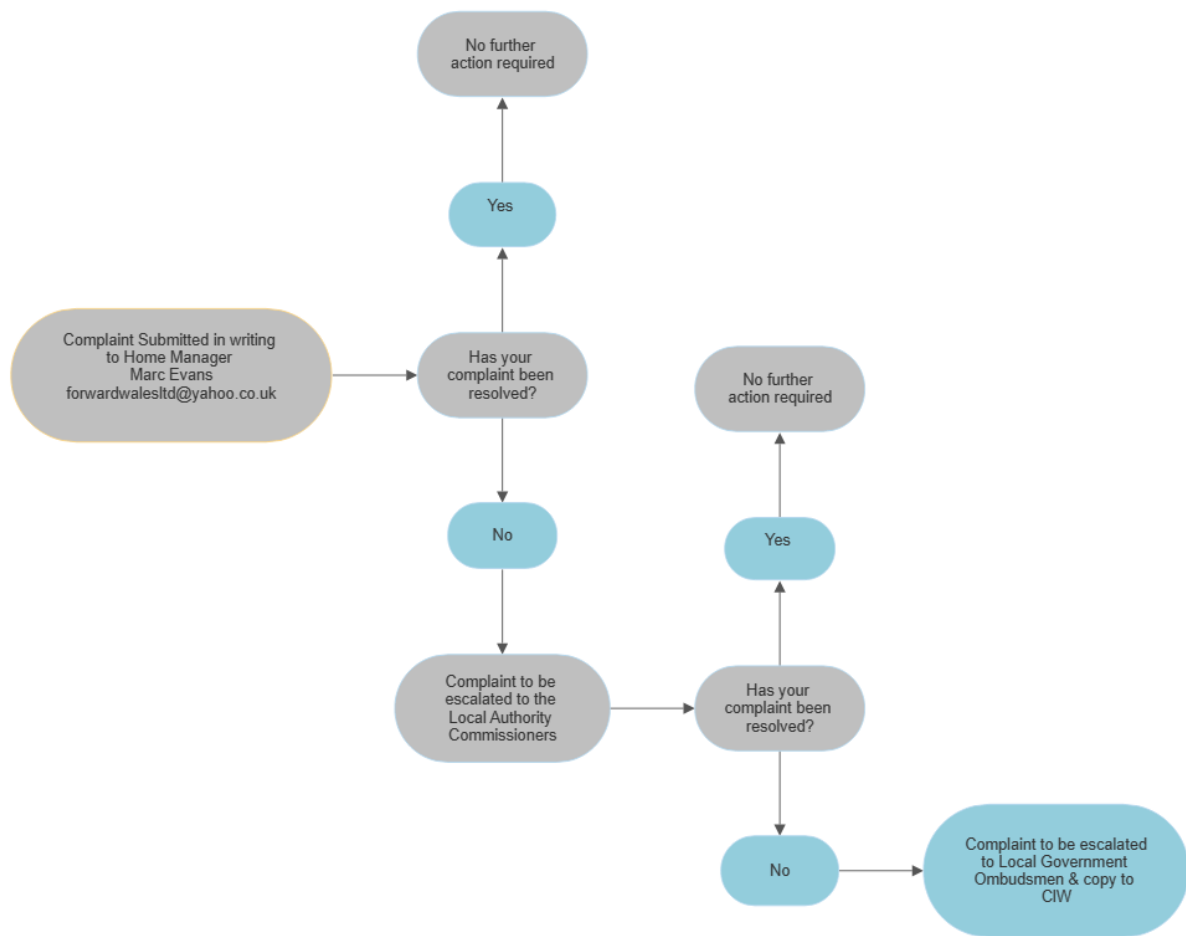
To deal with all complaints from Individuals, their advocates, purchasers, members of the public, and staff (excluding matters of a disciplinary nature whereupon the disciplinary and grievance procedures will apply).

Procedure: How to complain

- Complaints may be made verbally, in writing, or through a representative such as an advocate, family member, or professional. All complaints should where appropriate, in the first instance be made either verbally or in writing to the home manager or representative.
- Should you require assistance to make a complaint, we will support you fairly and objectively. You may also contact a local advocacy service for independent advice.
- Acknowledgement of your complaint in writing to be received within one working day and all records retained relating to the complaint.
- Investigation of the complaint will proceed and a response/resolution provided to the complainant within 14 days of receiving the initial complaint.
- The complainant at any stage should they wish to raise the complaint with the Local Authority Commissioners (Local Health Boards)
- In the event of a complaint being unresolved at this stage, the complainant will be advised that the matter is referred to the Directors who will review the situation.
- If the complaint remains unresolved at this level, the matter will be brought to the attention of the Local Authority Commissioners and Care Inspectorate Wales.

Unresolved Complaints

Where a complainant remains dissatisfied following an investigation by Forward (Wales) Ltd. The complainant can take up their complaint with the relevant Local Government Ombudsman. The Ombudsman can be an independent 'Go-Between' in any dealings complainants may have with Registration and Inspection Authorities.



Procedure: Who to contact

Company Director Marc Evans
 Forward (Wales) Ltd
 Kingsland House
 69 Kingsland Crescent
 Barry
 Vale of Glamorgan
 CF63 4JS
 Tel: 01446 627191
 Email: admin@forwardwalesltd.co.uk

Respective Local Authority Commissioners' contact details will be supplied on request.

Public Services Ombudsman for Wales
 1 Ffordd yr Hen Gae
 Pencoed
 CF35 5LJ
 Tel: 0300 7900 203
 Email: ask@ombudsman.wales

CIW, Care Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
Tel: 0300 7900 126
Email: ciw@gov.wales

Complaints, compliments, and suggestions form part of our quality assurance system. All feedback is reviewed by the Manager and Responsible Individual to support continuous improvement and regulatory compliance.

COMPLIMENTS & SUGGESTIONS

Purpose

The purpose of this policy regarding compliments and suggestions is to develop a culture of listening and learning to promote good practice.

Statement

Forward Wales ensures that all compliments are received courteously and as being deserved rather than expected. We encourage open communication between staff, Individuals, and stakeholders.

Procedure

All compliments and suggestions are to be received graciously and recorded in the compliments register and where appropriate, in the person-centred care plans.

Compliments and suggestions ought to be acknowledged by the Registered Manager and, if it is toward a particular staff member or department of the service, then credit should be given where it is due by the manager. The registered provider ought to be made aware of compliments received.

Complaints, compliments, and suggestions are to be viewed in a balanced manner, and learning processes are identified implemented, and then reviewed.

Publishing and displaying compliments, thank you cards notes, etc. should be considered as it instills a sense of confidence in visitors.

A record of compliments must be available for Regulators to inspect.

Procedure: Who to contact

Company Director

Marc Evans
Forward (Wales) Ltd
Kingsland House
69 Kingsland Crescent
Barry
Vale of Glamorgan
CF63 4JS
Tel: 01446 400933
Email: admin@forwardwalesltd.co.uk

**This information can be provided in large print or other formats
where required.**