



# COMPLAINTS PROCEDURE

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## Introduction

JRH Support is committed to providing a quality service to the people we support. Quality means seeking to develop a culture that values, listens and responds to what our service users, their carers and relevant others say.

Complaints are a good indicator of the quality of the service within our company. Any complaint therefore, from whatever source and no matter how small should be logged as a complaint.

We strive to get things right, but, if a mistake does happen, the important thing is to put things right and to use the experience to learn and improve. We take complaints very seriously, and follow a systematic approach to complaint management.

## Listening

The initial contact with the person who has concerns or wishes to complain about our service is key. It is important to:

- Make sure that we really understand the issues
- Find out what they want to happen as a result
- Obtain the right information to assess the seriousness of a complaint
- Agree a plan and timescale at the outset
- Maintain regular communication
- Act as quickly if we can.

## Responding

By correctly assessing the seriousness of a complaint, deciding on the most appropriate response then becomes more straightforward. This approach focuses on ensuring that our organisation is equipped to:

- Clearly gauge the impact of the complaint on all parties involved
- Establish a clear, appropriate plan of action
- Provide the person making the complaint with relevant support and advice

## Improving

Finally, complaints provide a vital source of insights about people's experiences of our services, and help us to:

- Enhance our own professional development
- Make improvements to our service

## Recording

All complaints will be recorded on the Company software, and at the end of each month the Operations Manager will complete a Complaints Summary sheet.

## **COMPLAINTS PROCEDURE – RELATIVES / CARERS / RELEVANT OTHERS**

JRH Support aims to be an excellent provider of person-centred support services to vulnerable adults. The principle underlying value, underpinning everything we do, will be to recognise that every person should have the opportunity to receive the support they need in order to reach their full potential in their chosen lifestyle.

On occasions however, it may be that you are dissatisfied with some of the service we provide.

If this is ever the case; by following these steps you will ensure that your complaint is resolved quickly and to your satisfaction.

### **How should I complain?**

In the first instance inform the member of staff with whom you are dealing, or if you prefer, a member of staff whom you have a close relationship. He / she may be able to resolve your concern straight away or at least explain to you why the problem cannot be dealt with immediately.

If you prefer, you can ask a friend or relative to write or telephone on your behalf.

### **What will happen if I complain?**

Complaints will be taken seriously as they will help us to improve the quality of services delivery.

### **Written complaints**

1. Upon receipt of a written complaint, you will receive an acknowledgement within 2 working days.
2. We will strive to resolve all complaints within 5 working days; a further letter being sent to you within a maximum of 14 days time explaining the outcome of our investigations.
3. If, in the event, the complaint is of a more complex nature, requiring more than 5 working days to resolve, you will receive a letter informing you of the progress at this time, which will include a date on which you can expect a resolution.

Our address is:

JRH Support  
Clarendon House  
Clarendon Park  
Clumber Ave  
Nottingham  
NG5 1AH

Our email address is [office@jrhsupport.co.uk](mailto:office@jrhsupport.co.uk)

### **Verbal complaints**

1. Upon receipt of a verbal complaint, the individual to whom you complain will attempt to resolve the issue immediately.
2. If, for any reason, this situation cannot be resolved, the individual to whom you complain will immediately inform the Team Manager/Area Manager, who will attempt to resolve the issue immediately for you.
3. Should your complaint require to be resolved by someone other than the Team Leader, the Team Leader will contact the relevant people to achieve a satisfactory resolution for you within a maximum of 14 working days.

Throughout this whole process you will be kept completely informed.

### **What if I am still not satisfied?**

You can approach the Care Quality Commission (CQC). The address and telephone numbers are as follows:-

*Care Quality Commission  
East Midlands Region  
Care Quality Commission  
Citygate  
Gallowgate*

Newcastle upon Tyne  
NE1 4PA  
Tel: 03000 616161

You can contact the Nottingham City Council Social Care Complaints Service:

*Social Care Complaints Service  
Loxley House  
Station Street  
Nottingham  
NG2 3NG*

[socialcarecomplaints@nottinghamcity.gov.uk](mailto:socialcarecomplaints@nottinghamcity.gov.uk)

Tel: 0115 8765974  
Text number: 07949185329

## **COMPLAINTS PROCEDURE – STAFF**

JRH Support aims to be a good employer, and to respect the wishes of staff who work for the Company.

On occasions however, staff may not be entirely satisfied with the way they are treated, and may wish to make a complaint.

This complaints procedure sets down the process to be followed by everyone employed by or working within the company.

### **Written complaints**

1. Written complaints should be given to your line manager unless the complaint is about your line manager, in which case you should write to their manager. Upon receipt of a written complaint the person receiving the complaint will acknowledge receipt in writing within 2 working days.
2. All complaints should be resolved within 5 working days.
3. If in the event, the complaint is of a more complex nature requiring more than 5 working days to resolve, the person dealing with the complaint will write to the complainant informing them of the progress at that time. This letter will also include a date on which the complainant can expect a resolution.

### **Verbal complaints**

1. Upon receipt of a verbal complaint the individual receiving the complaint will attempt to resolve the issue immediately with the complainant.
2. If this situation cannot be achieved, the individual receiving the complaint will immediately inform his / her line manager, who will then attempt to resolve the issue.
3. Should the complaint require to be resolved by someone other than the line manager, the line manager will contact the appropriate people to achieve a resolution within 5 working days.
4. In the event that this should be the case, the complainant should be informed of the name of the individual now dealing with their complaint and their address and telephone number.
5. The individual now dealing with the complaint will contact the complainant by letter, which will include a date on which a resolution is to be expected.
6. It is the responsibility of the person dealing with the complaint to keep records of the complaint on the Company software.

## COMPLAINTS PROCEDURE – SERVICE USERS

When you are supported by JRH Support you have definite rights straight away.

These are your rights to your:

- Privacy being respected
- Dignity being preserved
- Having the freedom to choose what you want to do
- Having as much control over your life as you may want

If at any time you feel these rights are not being protected and you want to complain to someone – this is what you should do.

***Tell your Support Worker*** – he / she will try to sort out any problems you may have straight away.

***Tell your Team Manager/Area Manager*** – if your problem is with your Support Worker or your Support Worker doesn't act quickly enough to sort out your problem

***Tell the General Manager*** – Paul Battershall on 0115 9856000

***Tell the Directors*** – John and Bogusia Huthwaite on 0115 9856000

**Tell your Social Worker**

**Tell the Care Quality Commission**

*Care Quality Commission  
East Midlands Region  
Care Quality Commission  
Citygate  
Gallowgate*

Newcastle upon Tyne

NE1 4PA

Tel: 03000 616161

You do not have to follow this order, please feel free to tell anyone you feel comfortable to talk to.

Easy Read version on following page.

## Making a Complaint

**jrhsupport**



We have a complaints procedure where you can tell us if you are not happy with your support.



We take complaints very seriously, and always try our best to fix things.



You can tell your support worker how you feel.



If things don't get better, there are lots of other people you can talk to.

## You can talk to...



Paul Battershall  
General Manager  
JRH Support  
Clarendon House  
Clarendon Park  
Clumber Ave  
Nottingham  
NG5 1AH



0115 9856000



paul@jrhsupport.co.uk

Your Social Worker

Nottingham City  
Council Complaints  
Service



0115 8765974

Nottingham County  
Council



0300 500 80 90

Pohwer – Advocacy  
service



0300 4562370



Care Quality  
Commission (CQC)



03000 616161



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