

# Policies and Procedures

## Compliments, Complaints and Feedback



KEYFORT welcomes and encourages feedback about the services we provide from everyone that we work with – staff, service users, and their next of kin, learners and external professionals.

KEYFORT needs people to tell us what they think of our services so that we can maintain and develop services, know what's working and is valued, know what might not be working and what needs improving, and to try to put right any mistakes that are made.

KEYFORT will proactively seek feedback regularly through;

- Quality Questionnaires – sent to service users and their next of kin.
- Employee Satisfaction Surveys – sent to all KEYFORT employees.
- Support Review Meetings – meetings with service users and their next of kin and external professionals.
- Team Meetings – meetings with employees.
- Telephone Contact – with service users and their next of kin, employees and external professionals.
- Staff Supervision and Appraisals – one to one meetings with staff to discuss their current work.
- Multi-disciplinary team meetings – meetings with other external professionals involved in the support and care of our service users.
- Feedback forms from training sessions

Staff, service users and their next of kin, learners and external professionals can also contact KEYFORT at any time with feedback; this can be done via telephone or email (please see the contact details section at the end of this document).

Any contact will be forwarded to the most appropriate staff member who will respond and act on the feedback received.



### **Compliments**

Positive feedback can be as important as complaints in helping KEYFORT to identify what is working and how to develop and improve services that are valued and effective. Compliments can also support positive staff development.

Any compliments received by KEYFORT will be recorded; compliments about specific staff or teams will be forwarded to the person/s by their line manager. These will also be reflected in a staff member's next supervision or appraisal.

Compliments will be reviewed as part of quality auditing and assurance to identify good practice and ensure that this is developed and continued.

Compliments can be made via telephone, email or a KEYFORT Compliments, Complaints and Feedback form.

### **Complaints**

KEYFORT encourage anyone unhappy with services or any aspects of our service delivery to contact the company directly to report their concerns.

KEYFORT understands that it can be difficult to complain or raise concerns so this feedback can be given to any staff member that the person feels most comfortable talking to. Any complaints received will be handled in a professional and non-confrontational manner.

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There are also some external agencies or professionals that people can contact to complain or raise concerns about KEYFORT for example; Social Services, Advocates, Student Support Services, the Commissioner of your support, or the Care Quality Commission (please see the contact details section at the end of this document).

Complaints can also be made anonymously in which case they will not be ignored, the same complaint procedure will be followed although it can be more difficult to resolve anonymous complaints to a satisfactory level and KEYFORT will be unable to give the complainant detailed or specific feedback on the outcome of their complaint.

### Complaints received by an employee

If a support worker receives a complaint or a concern from a service user, their next of kin or an external professional they must:

1. Thank the person for their feedback and reassure them that the feedback is important.
2. Agree with the person who the feedback will be passed onto e.g. a specific office based case lead or manager. This should be based on who the most appropriate staff member is to respond to the feedback and the nature of the feedback.
3. Serious concerns or potential safeguarding concerns must be reported to the CQC Registered Manager, the Head of Service or Deputy Director.
4. Once the feedback has been passed on, the Complaint Procedure outlined below will be followed.

### Complaints received by an external agency or professional



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If an external agency or professional receives a complaint from someone about services delivered by KEYFORT they are encouraged to forward this complaint to KEYFORT through the regional office (please see the contact details section at the end of this document).

The details of the complaint will be passed to the relevant manager who will follow the Complaint procedure outlined below.

External professionals can also complain or pass on a complaint to the Care Quality Commission (CQC), Social Service, Student Support Services or College.

### Complaint Procedure

Complaints may be made about the service KEYFORT directly provides or more generically about the overall ethos or approach of the organisation. Members of the staff team will endeavour to provide help and support to people with a disability who have a complaint and/or problems with other services which directly or indirectly affect their lives.

KEYFORT recognises that a complaint may be made verbally or in writing.

Upon receiving a complaint KEYFORT staff will initiate the following steps:

1. Verbal and/or anonymous complaints will be recorded on the complaints form and forwarded to the Service Manager, who will determine if any action can be taken and whether this is a matter that needs to be reported to an external organisation such as; local safeguarding teams and CQC.



2. If the matter is referred to these organisations, the only investigative action KEYFORT will take is when instructed by Safeguarding Officer(s)/Police and/or CQC.
3. It should be noted to Service Users, KEYFORT has the discretion to refer any complaint to an outside agency where KEYFORT assesses this as the appropriate action to take.

### Stage 1 Complaint - Informal

1. If there is something a Service User/Next of Kin/External Professional (referred to as the Complainant) wishes to comment or complain about, we recommend that it may be useful and easier to discuss the issue with their Support Worker (the Support Worker will inform their line manager/the case lead and will make an entry into the Service User session log unless confidentiality is warranted).
2. Where possible, the Support Worker will try to resolve the problem informally with the Service User, with the case lead/ line managers support.
3. However, if the Complainant is not satisfied with the results of this discussion or does not feel able to talk to the Support Worker, the Complainant can ask to speak to a Manager or to any other staff member the Complainant feels comfortable talking to.
4. Alternatively, the Complainant could complete a Compliments, Complaints and Feedback form or instruct any person they feel suitable to support them to complete the form, this includes any member of KEYFORT staff. Any member of staff can give the Complainant this form (on issuing the form, the member of staff must inform their line manager).
5. The completed form should be returned to the line manager and copied to the Service Manager on the same day of receipt.





6. Both the line manager and the Service Manager will action the complaint and do all they can to resolve this informal complaint to the satisfaction of the Complainant.
7. The line Manager and/or the Service Manager will respond to the complaint by telephone or email within 5 working days and aim to have reached resolution within 10 working days of receipt of the complaint. The line manager/service manager will endeavour to use the preferred method of contact to respond to a complaint where this has been stated.
8. All complaints and their resolutions, including informal complaints will be recorded and reviewed as part of quality auditing and monitoring.

### **Stage 2 Complaint - Formal**

1. If the Complainant is not satisfied with the response they have the right to make a formal complaint.
2. The Complainant may either tell a staff member, a Manager, or complete the Compliments, Complaints and Feedback form.
3. The Operations Manager will appoint someone, not previously involved in the complaint, as an investigating officer within 5 working days of receiving the complaint.
4. The Complainant has the right to be advised who has been appointed and the right to object. However, the final decision on who will conduct the initial investigation rests with the Operations Manager.
5. The investigation may involve a visit to the Complainant to discuss the complaint in full. Arrangements for a visit will always be pre-arranged with the Complainant.



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6. Someone of their choice may accompany the Complainant during such a visit if they so wish.
7. KEYFORT will seek to complete any investigation within 14 days of the appointment of the investigating officer, although this may not be possible for more complex complaints.
8. On completion of this investigation the Investigating Officer will feed the results back to the Complainant within 5 working days of the completion of the investigation.
9. The Complainant will also be given a written response to the complaint within this time frame.
10. If a complaint concerns the conduct of a member of KEYFORT staff, the Disciplinary Procedures may be applied, if necessary. The formal outcome of a disciplinary process is confidential and will not be communicated in detail to the complainant.
11. If the Complainant is unhappy with any aspect of the process or they remain dissatisfied with the final result of the complaint, they have the right to discuss this with the Operations Manager, who will consider the information and the results of the complaint provided by the investigation officer. The Operations Manager will feedback the results to the complainant within 5 working days.
12. If the complainant is dissatisfied with the result of the complaint of the response from the Operations Manager, the Deputy Director, will be the ultimate point of appeal.
13. All complaints will be recorded and reviewed as part of quality auditing and monitoring.
14. KEYFORT will disclose all complaints and their resolutions to CQC. KEYFORT are also required to inform some commissioners about complaints on a yearly basis.



### Contacts

#### KEYFORT Head Office

2 Earls Court, 5<sup>th</sup> Avenue Business Park, Team Valley Trading Estate,  
Gateshead, NE11 0HF.

Tel: 0191 491 1735 Email: [enquiries@keyfortgroup.co.uk](mailto:enquiries@keyfortgroup.co.uk)

Website: [www.keyfortgroup.co.uk](http://www.keyfortgroup.co.uk)

#### KEYFORT Carlisle Office

Unit 0.07, Warwick Mill Business Village, Warwick Bridge, Carlisle, CA4 8RR

Email: [enquiries@keyfortgroup.co.uk](mailto:enquiries@keyfortgroup.co.uk)

#### KEYFORT York Office

Office K6, The Raylor Centre, James Street, YORK, YO10 3DW

Email: [enquiries@keyfortgroup.co.uk](mailto:enquiries@keyfortgroup.co.uk)

#### Care Quality Commission (CQC)

Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA.

Tel: 03000 616161 Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Website: [www.cqc.gov.uk](http://www.cqc.gov.uk)

Local Adult Social Care contact details;

Area	General Office (Office Hours)	Emergency Duty Team (Out of Hours)
<b>North East</b>		
Darlington	01325 406 111	01642 524 552
Durham	03000 267 979	03000 267 979
Gateshead	0191 433 7033	0191 433 7033
Hartlepool	01429 523 390	01429 523 390
Middlesbrough	01642 726 004	08702 402 994
Newcastle	0191 278 8377	0191 278 7878
North Tyneside	0191 643 2777	0191 200 6800
Northumberland	01670 536 400	01670 536 400
South Tyneside	0191 424 4049	0191 456 2093
Stockton on Tees	01642 527 764	08702 402 994
Sunderland	0191 520 5552	0191 520 5552
<b>Cumbria</b>		
Allerdale	01900 706 301	01228 526690



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Carlisle	01228 221 590	
Copeland	01946 506 352	
Eden	01768 812 233	
Furness	01229 407 446	
South Lakes	01539 713 378	
Leeds	0113 222 4401	0771 210 6378
Liverpool	0151 233 3800	0151 233 3800
Manchester	01642 234 5001	01642 234 5001
York	01904 555 111	01609 534 527

