

Policy Statement

TruComfort Homecare is committed to be vigilant in listening to feedback and taking every complaint seriously. All concerns raised by service users, their representatives or staff members will be investigated thoroughly and fairly. We aim to resolve complaints quickly, professionally and without prejudice.

This policy is designed to ensure there is transparency, accessibility and is available in both the **Staff Handbook** and **Service User Handbook** with clear instructions and support. Available to anyone wishing to submit feedback or lodge a complaint.

How to Raise a Complaint

Service users or their representatives can raise a concern by:

- Contacting the TruComfort office using the contact details provided in the Service User Handbook.
- Requesting a **Complaints Form**, or
- Reporting a concern verbally or in writing to any team member or manager.

Whenever possible, concerns will be resolved through open discussions between the service user and a TruComfort Coordinator within **5 working days**. All complaints will be documented in the **Complaints Log** and noted in the **StaffPlan system** under the 'Compliments and Complaints' section.

Those making complaints will be reassured that doing so will not affect their care or treatment in any way. Assistance, including interpreters, is available upon request.

Complaint Process

Stage 1

- The complaint is received and recorded by a Receptionist, Team Leader, or Care Coordinator.
- A **Complaint Form** is completed, or a verbal complaint is documented (support provided where needed).
- Entry is logged in the StaffPlan system.

Stage 2

- The **Assistant Director** acknowledges receipt and sends a **Complaint Acknowledgement Form** to the complainant.
- A copy of this policy and a pre-addressed return envelope are included.

Stage 3

- The Assistant Director investigates the complaint within **10 working days**, using the **Complaint Investigation Form** to document the findings and any recommended actions.

- Updates are recorded in StaffPlan.

Stage 4

- Within **28 days** of the complaint being received, the outcome and actions taken are shared using a **Complaint Outcome Form**.
- The response includes a copy of the Appeals Procedure and is logged in StaffPlan.
- All documents are stored securely in the relevant service user or staff file and retained for **at least 3 years**.

Ongoing Review

- Complaints are reviewed quarterly by senior management to identify trends and improve service quality.
- Summary data is made available to the **Care Quality Commission (CQC)** upon request.

Appeals Procedure

If the service user or their representative is in any way dissatisfied with the outcome, they may appeal on the following grounds:

- Unfair treatment,
- Breach of confidentiality,
- Perceived bias during the investigation,
- Intrusion into their personal life.

Stage 5

- An **Appeals Form** must be completed and submitted to the **Director of Operations** within **14 working days** of the complaint outcome.
- A response will be provided within **14 working days**.

Stage 6

- The appeal outcome is shared in writing using the **Complaint Outcome Form**.
- If the matter remains unresolved, the individual may escalate the issue to **Social Services** or the **Care Quality Commission (CQC)**.

Contact Details

Care Quality Commission

Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Derbyshire Social Services

County Offices, Matlock, Derbyshire, DE4 3AG

Compliments Procedure

TruComfort also values positive and constructive feedback. Compliments will be handled as follows:

- **Written compliments** about a care worker: A copy of the feedback will be placed in the employees personnel file and shared with them. The original is filed in the **Compliments Portfolio**.
- **Verbal compliments:** Managers will inform the care worker and log the compliment in their employment record.
- **Compliments about the organisation:** These will be kept in the **Compliments Portfolio** and recorded in the StaffPlan system under 'Compliments and Complaints.'