

COMPLAINT POLICY

1. PURPOSE AND SCOPE OF POLICY

Choice Global Ltd (CGL) is a domiciliary company registered and inspected by the Care Quality Commission (CQC). We provide services to Local Authorities, Primary Health Trusts, and Private Clients.

Our aim is to give you no cause for complaint but, we realise that, there may be times when things go wrong, and you may not be happy with the service you receive. If by any chance such circumstances occur, do not feel helpless because we are here to support you the best way we can and we are ready to help and provide the best outcome.

We aim to resolve all complaints about our services in an effective and timely manner by working with individual complainants to find a resolution.

This document explains how CGL handles complaints. This complaint policy is strictly for our esteemed clients and staff.

2. What is a complaint?

A complaint is any form of contact from, or on behalf of, a service user and/or their representative who is not satisfied with any part of the service.

We are committed to continually improving our service, so all our complaints are analysed and used to enhance the way we deliver our service and care for our service users.

3. How to complain

A complaint can be delivered verbally via a direct interaction with the care giver, by calling the office, or by emailing us using the details below. A complaint can also be delivered in writing via mail, using the provided contact details. A complaint can also be delivered by completing the complaint form on the company website.

Cash Room, The Old Bank,
153 The Parade High Street,
Watford, Hertfordshire,

WD17 1NA

Tel: 01923 594 524

E-mail: info@choiceglobal.co.uk

Mobile: 07404 798 144

Website: www.choiceglobal.co.uk

In order for us to address your complaints in a thorough and timely manner, be kind enough to state your complaint as clearly as possible and provide us with as much details as you can. Kindly include your contact details so we can contact you for feedbacks.

4. What you can expect from us when handling a complaint {Expectations}

Our practice is to take every complaint seriously and address them based on the procedures set out in this policy and in line with the CQC and local authority safeguarding regulations.

Stage One

When a voice complaint is received verbally by the person-in-charge of shift, within 24 hours of incident, they will attempt to resolve it on the spot.

Stage Two

The second stage is triggered if a resolution is not met after stage one is complete. When a voice complaint is received verbally by the Manager or Nominated Individual within 48 hours of incident, they will attempt to resolve the issue, as soon as possible.

Stage Three

The third stage is triggered if a resolution is not met after stage two is completed. This can be done by telephone or in writing (letter, email, complaint form) submitted to Choice Global (address above or in the service user guide).

We will investigate the issue fully and then within a minimum of 28 days, give a written report to the service user / representative, explaining fully the actions taken. Where investigations are not concluded in 28 days, you will be contacted and kept updated.

5. If this is still insufficient:

Funded service users can contact their allocated care manager. (This person will be the Social Worker responsible for the placement to the service and continued monitoring)

Private self-funding service users can also contact the ombudsman as detailed below:

The Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH
Tel: 0300 061 0614 OR 0845 602 1983 Fax: 024 7682 0001
Email: advice@lgo.org.uk

Further to this:

Contact the regulatory authority
Care Quality Commission (CQC)
National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161 Fax: 03000 616171
Email: enquiries@cqc.org.uk

6. Other information

Please Note: Further to the above policy and procedure, service users, service user representatives and stakeholders have the right to contact CQC at any stage of the above process.

We may ask for your feedback on the service that you have received. Please take the time and opportunity to let us know your views as your feedback is valuable to us. If you have any suggestions or ideas that you would like to share with us, please let us know.