

## COMPLAINTS POLICY AND PROCEDURE

### Summary

Service users of KINGWOOD may, on occasions, not be entirely satisfied with the services received and may wish to suggest ways in which our services can be improved. Others such as families, staff, neighbours, people in the community and other professionals may also have concerns or issues they want to raise.

KINGWOOD considers that every complaint and/or suggestion made, either formally or informally, is a matter for concern.

The following section informs people how to raise an issue or how to make a complaint and what action will be taken as a result. It sets out action required by Kingwood employees in response to a complaint.

It is the policy of Kingwood that our services will seek to provide a quality of care which recognises the rights of an individual to:-

- \* Privacy
- \* Dignity
- \* Respect

**Information about how to complain will be provided to all people supported and displayed in an appropriate and accessible place within every service in order that anyone who wishes to make a complaint knows how to do so.**

Kingwood commits to ensuring we provide information about how to complain in accessible formats – for example widget.

### SHOULD I MAKE A COMPLAINT?

Yes, if you are at all unhappy with any aspect of the support services you receive.

It is important that Kingwood learns as quickly as possible about any concerns which service-users living within our services may have.

### HOW SHOULD I MAKE A COMPLAINT?

In the first instance, inform a member of staff on duty or, if you prefer, a member of staff within the service that you particularly trust. He or she may be able to resolve your concern straight away or at least explain to you why the issue cannot be dealt with immediately.

If you are not satisfied with the response you receive, speak to the Support Manager or Area Manager of the service. You may wish to see the Area Manager alone or you can choose to be accompanied by a friend.

Alternatively, you may choose to raise the issue with the Area Manager or Director of Services. Each service should display the contact number for Area Manager and the Director of Services who can be contacted either by letter or by telephone call or email; the details are listed below:-

The Kingwood Trust  
2 Chalfont Court  
Chalfont Way  
Lower Earley  
Reading  
RG6 5SY

Telephone: 0118 931 0143  
Email: info@kingwood.org.uk

If you prefer, you can ask a friend or relative to write or telephone the Area Manager or Director of Service, on your behalf, at the above address.

#### WHAT WILL HAPPEN IF I MAKE A WRITTEN COMPLAINT?

When Kingwood receives a written complaint, an acknowledgement will be sent to you within five working days by the recipient.

We will aim to investigate & resolve all complaints within 15 working days, with a further letter being sent to you at this time, explaining the outcome of our investigations. If the complaint is of a more complex nature, requiring more than 15 working days to resolve, you will receive a letter informing you of the progress to date; this letter will include a date on which you can expect a resolution.

#### WHAT WILL HAPPEN IF I MAKE A VERBAL COMPLAINT?

Upon receipt of a verbal complaint, the recipient will attempt to resolve the issue immediately.

If, for any reason, this situation cannot be resolved, the recipient will inform the Service Leader or person in charge at that time, who will attempt to resolve the issue to your satisfaction. If the Service Leader cannot resolve the complaint they will refer it on to the Area Manager.

Should your complaint require to be resolved by someone other than the Service Leader or Area Manager, the relevant person will be contacted and Kingwood will aim to achieve a satisfactory resolution for you within 15 working days.

#### WHAT IF I AM STILL NOT SATISFIED WITH THE OUTCOME?

You can inform the Director of Services and the Chief Executive that you are not satisfied with the response you have received and your complaint will be further investigated.

Communications to the Chief Executive should be addressed to:

2 Chalfont Court  
Chalfont Way  
Lower Earley  
Reading  
RG6 5SY

Telephone: 0118 931 0143  
Fax: 0118 931 1937

Once your complaint has been fully dealt with by Kingwood, if you are not satisfied with the outcome you can complain to the Local Government Ombudsman (LGO). The LGO provides a free, independent service. You can contact the LGO Advice Team for information and advice, or to register your complaint –

Telephone: 0300 061 0614  
Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)  
Website: [www.lgo.org.uk](http://www.lgo.org.uk)

The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

You can also approach the Commission for Social Care Inspection Officer: 01622 724950

South East Region

The Oast  
Hermitage Court  
Hermitage Lane  
Maidstone  
Kent  
ME16 9NT

Recording of Complaints

Each Kingwood individual service should keep a written record of **all** complaints. This is required even where the complaint is verbal or informal. All complaints must be reported to the relevant Area Manager who will either immediately refer the complaint to the Director of Services or do so at the end of the month in the monthly service report.

A full record of formal written complaints is retained in a complaints file at the Head Office. This file must be available for inspection by relevant external agencies. All complaints should include the following information:

Date complaint received  
Method of complaint  
Name and contact details of the person making the complaint  
Name and contact details of the person receiving the complaint  
Nature/details of the complaint  
Action taken

Method of resolution of the complaint  
Names, job titles and dates of Kingwood management personnel informed  
Names, job titles and dates of external agencies informed about the complaint  
Date complaint considered closed