



Feedback & Complaints Procedure

This document can be made available on request in other languages and formats



Introduction

In line with our values, we welcome your feedback on any aspect of the services we offer regardless of whether it is positive or negative. We always aim to provide a high standard of care in all our services but recognise that despite our best intentions we may not always meet your expectations.

Your feedback is important to us, and we will use your valuable information to put matters right, to apologise, and to help us to improve the services we provide. If you are unhappy with any of our services, it is important that you let us know. Your feedback will be listened to, taken seriously, and acted upon or investigated in confidence and without prejudice.

Who can provide feedback

Anyone who is affected by our services can provide feedback, this includes: all residents/ service users, representatives such as family, advocates, friends and third parties such as MPs, Local Councilor's, Health Care Professionals or Local Authorities.

A representative may complain on behalf of the affected person if they:

- Cannot make a complaint themselves, or
- Have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you. Information regarding your local advocacy services is displayed in all our homes/services, should you want to contact an advocate directly yourself.

We deal with anonymous complaints under the same procedure; however, it is better if you can provide contact details so we can tell you the outcome of our investigation.

How to provide feedback

Often the quickest way for us to put things right is for you to speak with your local Home or Scheme Manager. If this is not possible, you can also provide feedback to us directly by using one of the following methods:

- In person via a Trust employee at your local Home or Scheme
- By completing a Comment/Suggestion Card (*which can be found at all our locations*)
- By Emailing our Office Manager [**complaints@fremantletrust.org**](mailto:complaints@fremantletrust.org)
- By writing to our Office Manager at The Fremantle Trust, Woodley House, 64-65 Rabans Close, Aylesbury, HP19 8RS
- By contacting our Office Manager on 01296 393000 during business hours 8.30am – 5pm

Types of feedback

There are three main categories of feedback, which we have detailed on the following page.



Compliments

You can pay us a compliment and share any positive feedback you have regarding our services or about our employees. Compliments help us to improve our services and can be great for the team and our employees' morale.

We will make sure that your compliment reaches the team or person they are about and that our managers get to hear about the compliments received regarding their colleagues. Where appropriate, we will also use this information to share best practice across the Trust.

Concerns, Comments and Suggestions

We understand that you may feel more comfortable raising a concern rather than making a complaint. Alternatively, you can also make a comment or suggestion about how we can improve our services.

We aim to resolve and respond to all concerns and your comments or suggestions within 10 working days.

Complaints

We recognise a complaint as an issue(s) you would like to report to us so that the matter is addressed formally, investigated and a full written response provided.

We treat all complaints in confidence and aim to handle complaints quickly, effectively and in a fair and honest way. We will not treat you differently, withdraw or reduce services because someone makes a complaint in good faith.

We operate a two-stage complaints procedure and the timescales for these stages are as follows:

Stage 1

- We will record and acknowledge your complaint in writing within 3 working days.
- Where possible, the person investigating your complaint will contact you by telephone within 2 working days of the acknowledgment letter (unless you have asked us not to do so).
- If we cannot resolve your concerns straightaway, your complaint will continue to be fully investigated and you will receive a written outcome within 20 working days (unless a different timescale has been agreed with you).

Stage 2

- Whilst we hope we can resolve your complaint at the first stage of our process, if you remain dissatisfied with the outcome, you can request that your complaint is escalated for further review by a more senior member of the Trust's team. The outcome of this review will be provided in writing within 20 working days of your request.




Further steps

We recognise that there may be times where we may be unable to resolve your complaint to your satisfaction. If you should remain dissatisfied following the outcome to your stage 2 complaint, you can refer your complaint to the Local Government and Social Care Ombudsman (LGSCO) and ask for it to be reviewed. The LGSCO provides a free, independent service.

The LGSCO Intake Team can be contacted for information and advice, or to register your complaint:

 T: 0300 061 0614

 W: www.lgo.org.uk/adult-social-care/

 Or write to: The Local Government and Social Care Ombudsman, PO Box 4771, Coventry CV4 0EH

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

Local Government &
Social Care
OMBUDSMAN



Care Quality Commission (CQC)

The Fremantle Trust is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers but is happy to receive information about services at any time.

You can contact the CQC at:



Care Quality Commission National
Correspondence Citygate,
Gallowgate, Newcastle upon Tyne, NE1 4PA



T: 03000 616161



W: www.cqc.org.uk



Exclusions and exceptions to the normal process

There may be rare occasions where we are unable to investigate and/or respond to feedback. Examples of this are given below, but are not exhaustive:

- Where the issue giving rise to the complaint happened over 12 months ago.
- In the case of a complaint about respite or short stay, where the complaint is not raised within a reasonable timeframe after the stay has ended.
- Where the issues are the subject of court or tribunal proceedings and/or relate to insurance claims.

If we do not accept your feedback for any reason, we will write to you within 10 working days to explain why.

There may be rare and exceptional circumstances where it is necessary for us to escalate your feedback to a complaint, or we may decide to immediately escalate your complaint to the second stage of the internal procedure. This will be at the discretion of the Trust's Office Manager, who will inform you and explain our reasons for this.

