



Complaints and concerns

Why do we need this procedure?

Creative Choices recognises that it is important to hear about the experiences of people who are providing or using our services and to use this to improve what we do. It is especially important to learn from mistakes. For this reason we encourage people using the service and/or their families or representatives to raise any concerns or complaints they may have, so that we can find out what went wrong and make sure the same problem does not happen again. By doing this, we can improve the service for everyone using it.

How will this happen?

When you first enquire about Creative Choices you and/or your representative will be given information about the service including the procedure for complaints and concerns. It will be included as part of your Service Guide and summary information will be in the Statement of Purpose and your Individual contract/Statement of terms and conditions.

If you or your family/representative have any concerns or complaints, these can be discussed freely with your worker or the manager. We will take all concerns and complaints seriously and deal with them as quickly and sympathetically as possible so that you will know the outcome within 28 days. You do not have to be afraid to make a complaint, as we really want to know about your experiences and to try to improve the service we offer in any way we can. You can make a complaint in any way that suits you for example in person, by phone, email, letter or by filling in our complaints form.

After we have looked into or investigated a complaint, we will write and send you and/or your representative a letter and/or a report explaining the conclusions and what action will be taken. Where a full investigation has been necessary, the letter/report will also explain how the investigation was done and summarise the information that was gathered. If the complaint was about a particular person, that person will also be given a copy of the letter or report.

We will also tell you in the letter/report what you can do if you and/or your representative are not satisfied with the investigation or the outcomes. You have the right to an appeal/a review of the issues and can take the matter further by contacting Gary Baxter or Sally Shorrocks, Directors.

You can also complain at any time to the Care Quality Commission/Care and Social Services Inspectorate for Wales/Care Inspectorate for Scotland/RQIA for Northern Ireland.

We do our best to make sure that the complaints process is fair and that everyone involved in it is supported adequately. If you and/or your representative would like independent support to raise a concern or make a complaint, this can be obtained from independent advocacy service(s/interpreters, etc).

If the complaint is about workers at Creative Choices they will be informed about the nature of the complaint and be given an opportunity to respond. They will also be informed about sources of independent support in case this is useful to them. Any follow-up action required for workers will be addressed through supervision.

All complaints and actions taken will be recorded and a summary will be available for inspection by the Care Quality Commission/Care and Social Services Inspectorate for Wales/Care Inspectorate for Scotland/RQIA for Northern Ireland and other regulatory bodies when required. Complaints and lessons to be learned from them will be discussed with workers when this is appropriate and without infringing anyone's right to privacy and confidentiality.

In some situations, it may be better to deal with a concern or complaint by another procedure – for example Safeguarding against abuse or neglect or the Disciplinary procedure. If this is the case you will be told the reasons why an alternative procedure is being used and we will also give you information about that procedure. If workers have any complaints or concerns they will be able to make use of the procedure for Grievances.

See these other policies, procedures and documents for further information on:

- Standards of conduct and practice
- Making choices and decisions
- Communication
- Confidentiality
- Inclusion and diversity
- Harassment and bullying
- Learning and development
- Safeguarding against abuse and neglect
- Restrictive physical intervention
- Deprivation of liberty
- Grievance procedure (for workers and managers in the service)
- Disciplinary procedure (for workers and managers in the service)
- Whistle blowing
- Consultation and participation in running the service
- Continual improvement in the service

