

4.1 Complaints

- | Sherburn House Charity understands complaints to be an expression of dissatisfaction requiring a response, communicated verbally, electronically, or in writing. Complaints may be made by any Service User, their family or advocate acting on their behalf, with their consent or in their best interests
- | Sherburn House Charity takes complaints seriously. We will aim to put things right that have gone

procedures, seeking advice and guidance from the Durham County Council Safeguarding Adults Team and escalating concerns in line with Durham County Council procedure. Sherburn House Charity will also notify the CQC in line with its statutory duty.

4.7 Roles and Responsibilities

All Staff

5.1 Raising Complaints

A complaint can be received by Sherburn House Charity either verbally or in writing and can be made by:

- | Service Users
- | Someone acting on behalf of a Service User and with their written consent, e.g. an advocate, relative, Member of Parliament
- | Someone acting on behalf of a Service User who is unable to represent his or her own interests, provided this does not conflict with the Service User's right to confidentiality or a previously expressed wish of the Service User

Sherburn House Charity will ensure that Service Users are given information on how to make a complaint and the process once a complaint has been made, including any agreed timescales.

5.2 Time Limits for Submitting a Complaint

Complaints should be submitted within 12 months of the incident or concern arising.

The time limit, however, can and should be waived, if:

- | It is still practical and possible to investigate the complaint (the records still exist and the individuals concerned are still available to be questioned, etc.) and
- | The complainant can demonstrate reasonable cause for delay in making the complaint

It is at the discretion of the manager of the service if the time limit can be set aside.

5.3

1 The complainant's rights if not satisfied with the outcome to refer to The Local Government and Social

2. The Local Government and Social Care Ombudsman (for those Service Users that are funded by local authority-funded social services care or self-funded)

Individuals have the right to raise their complaint with the Local Government and Social Care Ombudsman. This is a free service and individuals can contact their Local Government and Social Care Ombudsman via:
The Local Government and Social Care Ombudsman
PO Box 4771
Coventry CV4 0EH

- | When suggestions are raised in meetings or as part of a conversation, these will be documented and then outcomes of such suggestions recorded to show consideration
- | Staff will be encouraged to share their suggestions, or suggestions received by relatives and Service Users, with Tanya Porthouse
- | Tanya Porthouse will consider implementing a suggestions system to encourage comments from Service Users, staff and visitors

5.9 Audit and Evaluation

Sherburn House Charity will monitor, review and analyse all information received about the service as a means of continuously reviewing performance, quality and safety.

Sherburn House Charity will also:

- | Share themes and trends with Care Workers working for Sherburn House Charity

- 1 The primary purpose and/or effect of the complaint is to disturb, disrupt and or/pressurise Sherburn House Charity, its staff or an individual member of staff
- 1 The primary purpose and/or effect of the manner in which the complaint is made is to disturb, disrupt and or/pressurise the Sherburn House Charity, its staff or an individual member of staff
- 1 The complaint is otherwise clearly unreasonable

If at any point in the handling of a complaint a member of staff believes it meets the criteria to be deemed vexatious, it must be referred to the Registered Manager with a summary of why it is thought to be vexatious.

Tanya Porthouse will consider the complaint, seek external advice if appropriate, and will either declare the complaint as being vexatious or not. Where a complaint is not deemed to be vexatious it will be returned to the appropriate point in the complaints handling process.

If a complaint is deemed to be vexatious, the Registered Manager will respond directly to the complainant with no further action. This requires the



reference.

Any declaration that refers to the specific complaint being vexatious and any further complaints from the same individual will still be considered.

If any individual wishes to challenge a decision made in relation to this policy, and all attempts to resolve the complaint locally have been unsuccessful, details of the Complaints Team of Durham County Council and Parliamentary and Health Service Ombudsman (PHSO) will be shared with the complainant.