

C12 Compliments, Comments and Complaints

Extra Care Housing Service	Support at Home Service	OA Day Services	Residential Services	DMH Day Services	DMH Supported Living Services	Community Equipment Services	Shared Lives Service
✓	✓	✓	✓	✓	✓	✓	✓

Policy

Cumberland Care Services recognise compliments, comments and complaints as an important way of improving our services. Our policy is to listen and respond to compliments, comments and complaints made by or on behalf of those people we support.

Procedure

1. Refer to the Cumberland Council complaints procedure which can be found on the Council website.
2. The C12 Log must be completed for inspection and audit purposes.
3. If you receive a compliment in writing, this will need to be entered onto the compliments folder on SharePoint. A copy of the compliment should be attached.

To access this on SharePoint follow instructions at Appendix 1

4. Where we get compliments sent in e.g. letter, cards etc. it is best practice to ensure these are kept as evidence for CQC inspection.
5. Complaints should be forwarded to the Complaints Team with details of the person making the complaint.
6. The Duty of Candour Procedure must be followed where a complaint has been made.
7. Consideration must be made as to whether this is a complaint / safeguarding issue / whistleblowing. Either way this should be reported to the Council complaints team and the appropriate procedures followed.

Separate procedures exist to deal with the following:

- Safeguarding
- Criminal matters
- Human Resources procedures such as capability, disciplinary, harassment or promoting good practice and raising concerns (whistle blowing)
- Equal opportunities

Filing of documentation

1. Documentation of the person we support will be held confidentially.
2. Any documentation about staff must be filed in the staff personnel file confidentially.