

Reablement / Domiciliary Service	OA Day Care	OA Residential Care	DMH Day Services	DMH Supported Living	DMH Residential Services	EIA
✓	✓	✓	✓	✓	✓	✓

C12 COMPLIMENTS, COMMENTS AND COMPLAINTS

POLICY

Cumbria Care recognises 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 our service users.

PROCEDURE

1. Refer to the Cumbria County Council procedures which can be found on the Cumbria County 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 County Councils 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

Last review date	17/12/09	30/09/13	08/01/14	31/05/16	20/06/17	15/01/19	Issue date
Amendment	1	2	3	4	5	6	17/05/07 P&P

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C12

Filing of documentation

1. Any service users' documentation will be kept in the service user's file under the confidentiality section. (See S10 of the policies and procedures manual).

2. Any documentation about staff must be filed in the staff personnel file under the confidential section. (See S4 of policies and procedure manual).

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