Complaints Policy
2018

Introduction

WCS Care believes that if a resident wishes to make a complaint or register a concern they should find it easy to do so. WCS Care believes that listening to, acknowledging and responding to complaints will lead to improved services, resident satisfaction and important learning. Our complaints procedure complies fully with the current legislation and regulations.

Policy

- WCS Care welcomes comments, suggestions, and complaints and look upon them as an opportunity to learn, adapt, improve, and provide better services
- WCS Care will ensure that complaints are dealt with properly and that all complaints or comments by residents and their relatives and carers are taken seriously, with due regard to the upset and worry that they can cause to both residents and staff
- WCS Care supports the principle that most complaints, if dealt with early, openly, and honestly, can be sorted at a local level between the complainant and the organisation. If this fails due to the complainant being dissatisfied with the result, we will respect the right of the complainant to take the complaint to the next stage
- WCS Care will ensure residents are informed of the complaints procedure and encouraged to comment on the overall service and that all complaints are recorded and acted upon, and that feedback is provided to all relevant parties
- Each service will provide easy to use opportunities for people to register their complaints
- The manager will be responsible for the administration of the procedure and monitoring of complaints
- Every written complaint will be acknowledged within 7 working days
- Investigations into written complaints will be held within 28 days
- All complaints will be responded to in writing by the Home Manager
- WCS Care will monitor all complaints and, where relevant, share learning within the group to avoid reoccurrence

Who to contact

- Complaints should be raised promptly with a member of staff and/or the Home Manager in the first instance who will respond to the complaint locally
- If for any reason a complainant is not happy with the way the complaint process is handled by the Home Manager, or the outcome of their complaint, they should contact Tracy Johnson, Director of Operations, at Head Office
- If, after Tracy has responded to the complaint, the complainant is not satisfied with the way the complaint was handled, or the outcome, they should contact Christine Asbury, CEO, at Head Office
- In the case of whistleblowing, details should be sent to Christine Asbury, CEO, immediately:
    - **WCS Head Office**, Newlands, Whites Row**,** Kenilworth, CV8 1HW
    - **Tracy Johnson, Director of Delivery**: myexperience@wcs-care.co.uk 01926 864 242
    - **Christine Asbury**: chief.executive@wcs-care.co.uk 01926 856 130

Conclusion

It is important to note that just as complaints are seen as positive, in that they can lead to the provision of a better service, so too are compliments in that they make staff feel valued and appreciated. Your comments and suggestions for improvements are always welcome.