COMPLAINTS POLICY

1. Context, aims and scope of this policy

We are committed to providing a high-quality service to residents and others who access our service. We recognise that while most concerns can be resolved quickly and easily, occasionally a formal process is needed. We welcome suggestions and comments from residents, their families and representatives, to help improve the services we provide. Feedback gives us the opportunity to learn about our strengths, understand our weaknesses and is key to ensuring that we consistently meet a high standard of service.

This policy aims to:

- ensure that all complaints are handled promptly, fairly, consistently and confidentially (in line with data protection regulations)
- be clear about who is responsible for complaints at each stage, ensuring that designated individuals are not the subject of the complaint and that, as the complaint is escalated, it is dealt with by a more senior member of Farraday House. In particular, the Chair will not usually be involved at Stage 1.
- ensure records are kept of all complaints and prompt review of their handling in order to drive improvement
- ensure details of complaints are provided to residents and included in our annual report.
- 'put things right' where a complaint identifies that we have failed to deliver a service to the expected standard.

This Policy is intended to cover current and prospective residents and their representatives but, with the exclusions below* also applies to any stakeholder who wishes to make a complaint about Farraday House. Complaints should be made as soon after the event as possible (or came to the attention of the complainant), and ideally within 12 months.

If the complainant expresses a desired outcome that we believe to be unreasonable, we will explain our position at the outset, while continuing to investigate.

If a complaint is accompanied by inappropriate behaviour, we will seek to manage this behaviour separately in line with the Equality Act 2010.

*The following are excluded from the scope of this policy:

- resident complaints about another resident, for example of bullying or harassment, or
- complaints about a resident from someone outside Farraday House. These are dealt with in line with our Professional, Ethical and Legal Boundaries Policy?

- Staff complaints, which are dealt with in line with our Staff Disciplinary and Grievance Policy

complaints about something for which Farraday House is not responsible (for example, care a resident receives from an external agency). With permission, we will share such concerns with

the relevant organisation, or signpost the complainant to the organisation's complaints procedure.

- complaints already subject to legal proceedings, or relating to an issues likely to be dealt with by our insurers.

Where there is doubt about which policy is applicable, the Chair will make a decision.

2. Defining a Complaint

The term complaint is defined here as:
'*an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents' residents'*

We recognise that the word complaint does not have to be used in order for it to be treated as such. This policy is intended for residents but also covers an expression of dissatisfaction by any stakeholder affected by the standard of service, actions or lack of action by our House. Conversely, a request for a service is not in itself a complaint – it is only where the request for service is not dealt with adequately or within a reasonable timescale that it would be become a complaint.

3. Our Complaints Process

Our Society aims to make it easy for residents and stakeholders to make a complaint by offering a choice of channels that can be used and ensuring that the Farraday House policy is publicised by:

- *Displaying information on the complaints process on the noticeboard*
- *Giving information on the complaints process to residents on admission*
- *Putting information on the complaints process on the Farraday House website.*

Where a resident or their representative is dissatisfied with any aspect of the service provided by Farraday House, the first course of action should be to raise the problem directly with the manager or individual concerned. We will try to resolve the issue informally on the day it is raised, and, in most cases, will be able to do so quickly and satisfactorily.

Where an individual is having difficulty in making a complaint, we will make all reasonable adjustments to assist the complainant in registering the complaint.

At all stages, please provide contact details, details of the complaint and any suggestions you may have for resolving the complaint. Anonymous complaints will be investigated under the same procedure; however, it is better where contact details are provided so that we can inform the complainant of the outcome of our investigation. All stages of the complaint will be documented.

Where the issue raised cannot be resolved informally, a formal complaint can be made using the procedure below.

Stage 1: Investigation

Complaints can be made:

- In person or via a representative to The Manager at Farraday House Limited
- By email, to admin@farradayhouse.co.uk
- By telephone to 0161 761 2964
- By post, address to Farraday House Limited, Cottam Street, Bury, BL8 1QQ

If the complaint relates to The Manager complainants may contact the chairman. A form is included with this policy for complaints to use to record their complaint, if desired.

We will log details of the complaint and acknowledge it in writing to the complainant within **5 working days** of receipt.

An investigation will be carried out and a full written response, including any actions planned, will be provided within **10 working days**, which may be extended by a further **10 working days**, where necessary, subject to agreement with the complainant. The complainant will be asked if their complaint is resolved and if they are happy with the way in which it has been dealt.

If the complainant remains dissatisfied, they may escalate the complaint to **stage 2** by notifying (same as above) in person or using the contact details above.

If Farraday House can find an answer to the complaint sooner that the timescales a response will be provided as soon as is possible.

On completion of Stage 1 the complaint letter will be clear and contain the following information:

a. The complaint stage
b. The detail of th complaint and what the complainant requested as an outcome
c. The decision on the complaint
d. The reasons for decisions made
e. The details of any remedy offered to put things right.
f. Details of outstanding actions.
g. Details of how to escalate the complaint to Stage two if the complainant remains dissatisfied.

Stage 2: Review

When a complaint is escalated, the compliant and its Stage 1 investigation will be subject to a full review by the board of trustees.

We will provide a full written response within **20 working days** from the request to escalate. Where this is not possible, an explanation will be given and an agreement reached to extend the response period by no more than a further **10 working days.** The complainant will be informed that the response following Stage 2 concludes the Houses internal complaints procedure.

4. After conclusion of our complaints process

Farraday House Ltd is registered with the Ombudsman service – Housing
The complainant can be referred to the Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ (Tel: 0300 1113000, website: www.housing-ombudsman.org.uk).

A complainant is required to wait eight weeks following conclusion of Farraday House complaints process before taking the complaint to the Ombudsman directly. They may choose to refer the complaint to a 'Designated Person' (such as their MP or local councillor) during this time to help them resolve the complaint or refer the complaint to the Housing Ombudsman on their behalf.

Farraday House will co-operate with the Ombudsman during any investigation and comply fully with the resulting final decision, which will be binding.

5. Putting things right

Where we have failed to deliver a service to the expected standard we will seek to resolve the complaint and to 'put things right' – this may include an apology, corrective action, including, where appropriate, making a compensation payment. Any significant findings will result in a review and any lessons learned will be recorded. Any remedy offered will reflect the impact on the complainant as a result of any fault identified. The remedy offer will clearly set out what will happen and by when in agreement with the complainant.

6. Reporting on Complaints

The Board of Trustees will have access to full records of any complaints received at Farraday House
A self-assessment to review the volume, outcomes, complainant satisfaction and compliance with timeframes will be undertaken on an annual basis.
Legislation requires that details of the number, content and results of complaints received are to be shared with residents and published in the Annual Report.

7. Changes since last version of this Policy

The 2020 version was substantially updated in line with the Ombudsman's Code, with changes to time limits, stages and how complainant behaviour will be managed as required.
On review in 2024, note that in 6. Reporting on Complaints, it is now a regulatory requirement rather than recommendation. There are no other significant changes

Your Complaint	
Please fill in this form and provide it to it to the manager	
Name	
Address for reply	
Phone number	
Address of your home (if different from above)	
In the space below, please tell us about the service or event you are commenting on or complaining about, when the incident happened, who was involved and so on. Please provide as much information as possible to help us consider all of the facts and respond quickly.	
Signature Date	

If you would like us to send a copy of this form to someone else who may be able to help sort out your complaint, please enter their contact details overleaf.