

**4. Policy**

# Complaints

* + - THE BIS SERVICES LIMITED understands complaints to be an expression of dissatisfaction requiring a response, communicated verbally, electronically, or in writing. Complaints may be made by any Client, their family or advocate acting on their behalf, with their consent or in their best interests
    - THE BIS SERVICES LIMITED takes complaints seriously. We will aim to put things right that have gone wrong and learn lessons to avoid the problem happening again. This policy sets out the framework for how THE BIS SERVICES LIMITED will achieve this. The detail of how THE BIS SERVICES LIMITED will do this will be found in the associated procedures
    - THE BIS SERVICES LIMITED will comply with legislation, national guidelines, regulation and best practice when managing complaints and suggestions. A systematic approach will be taken with all aspects of complaints and suggestions
    - Complaints made or concerns raised by staff will be addressed via the grievance process if the complaint or concern relates to them individually, or via the Whistleblowing procedure where a protected disclosure is made
    - THE BIS SERVICES LIMITED understands its statutory obligations in respect of the Duty of Candour and will ensure it follows the agreed policy and procedure
  1. THE BIS SERVICES LIMITED will ensure that its complaints and compliments process is fair and transparent and does not discriminate directly or indirectly because of the following:
     + Age
     + Being or becoming a transgender person
     + Being married or in a civil partnership
     + Being pregnant or on maternity leave
     + Disability
     + Race including colour, nationality, ethnic or national origin
     + Religion, belief or lack of religion/belief
     + Sex
     + Sexual orientation

The complainant will feel free to complain without fear of reprisal and will be treated with courtesy, respect and compassion. THE BIS SERVICES LIMITED will ensure that the process for how to make a complaint and the feedback given to the complainant are provided in a way that meets the Accessible Information Standard and are in a format that the Client can understand.

# Seeking Views and Engaging with Clients

THE BIS SERVICES LIMITED will seek out opportunities to obtain feedback from Clients and stakeholders. THE BIS SERVICES LIMITED will act with sensitivity, integrity and professionalism by treating individuals who do complain or make a suggestion with compassion, courtesy and respect. THE BIS SERVICES LIMITED will protect the Client's right to confidentiality. THE BIS SERVICES LIMITED will ensure that alternative methods of communication are available so that the complaints and suggestions procedures are accessible for Clients who experience difficulties with communication or whose first language is not English. Staff will undertake training on how to manage complaints in line with their roles and responsibilities.

* 1. THE BIS SERVICES LIMITED understands that it can be difficult to separate a complaint from a concern and, therefore, THE BIS SERVICES LIMITED will follow this policy when there is any dissatisfaction with the service.
  2. A full record will be held of all complaints received regardless of the level of seriousness and means of communication. This approach allows an open and transparent culture around raising concerns in the earliest stage to allow resolution. A record of the complaint will also be held in the Client's Care file and will be reported in line with contractual or regulatory requirements.

# Safeguarding Concerns

Where a complaint or concern is raised that relates to a Client being harmed or likely to be harmed, THE BIS SERVICES LIMITED will follow its Safeguarding Policy and Procedures in addition to the complaints procedures, seeking advice and guidance from the Kent County Council Safeguarding Adults Team and

escalating concerns in line with Kent County Council procedure. THE BIS SERVICES LIMITED will also notify the CQC in line with its statutory duty.

# Roles and Responsibilities All Staff

It is acknowledged that all staff working within THE BIS SERVICES LIMITED may be presented with an individual wishing to raise a concern or complaint at any time. Therefore, staff need to be able to manage this in a sensitive, structured and timely manner. In order to do this, staff will:

* + - Be trained on induction and as a routine measure to ensure knowledge is embedded and refreshed around the complaints procedure
    - Have access to the complaints procedure
    - Be provided with the opportunity to reflect and learn from complaints as a means of developing and driving quality care
    - Appreciate that any feedback from Clients or their representatives that is of concern needs immediate resolution, where possible, to their satisfaction. Rehabilitation Plans will be updated to reflect the planned changes to care and Ekvinder Popat informed of the feedback. Failing to do this may result in a complaint
    - Be clearly advised that, when presented with a complaint, swift escalation to management is necessary and that purposefully withholding or concealing concerns expressed by Clients or their representatives may lead to disciplinary action

# Management Team at THE BIS SERVICES LIMITED

* + - The management team at THE BIS SERVICES LIMITED is responsible for ensuring compliance with this policy, regulations, improvement planning and for having arrangements in place to provide

relevant reports and information regarding complaints

* + - Ekvinder Popat is the main point of contact for the receipt, investigation and management of complaints within THE BIS SERVICES LIMITED. However, this may be delegated to a senior member of staff within THE BIS SERVICES LIMITED who holds the experience, knowledge and competence to investigate and manage complaints
    - THE BIS SERVICES LIMITED will ensure the procedure for raising a complaint is accessible and displayed prominently in THE BIS SERVICES LIMITED, on the website of THE BIS SERVICES LIMITED and in Client information and guides. Alternative languages and formats will be available on request

# Compliments and Suggestions

THE BIS SERVICES LIMITED welcomes compliments and suggestions and recognises their importance in celebrating and recognising the success of its service and opportunities for improvement. We will engage with a wide range of stakeholders in addition to Clients to support service development and improvement. We will share feedback with our staff.

# One Complaint, One Response

THE BIS SERVICES LIMITED will follow the [Local Government and Social Care Ombudsman best practice](https://www.lgo.org.uk/assets/attach/4355/Single%20comms2%20-%20v2.pdf) and, where Clients are receiving services from more than one organisation, it will ensure they can make a complaint to anyone and be provided with a single response following a joint investigation.