

WESTMINSTER CARERS SERVICE COMPLAINTS PROCEDURE

- Each instance of complaint, originating from clients, their family / relatives, either directly or via an advocate or representative or from any individual or organisation, either verbally or in writing, is reported to the Director. Upon receipt the complaint is recorded permanently in the Complaints Book.
- All complaints are acknowledged in an appropriate form within 48 hours of receipt and the investigation commenced within 5 working days.
- Every effort will be made to resolve the complaint and to provide a full response to the complainant within 14 working days.
- Service users are kept informed at every stage of the investigatory process and are given information on how to refer a complaint to the regional office of the Care Quality Commission at any stage if they so wish.
- Once the complaint has been resolved the record will be completed and signed off by the Director.
- The Director is responsible for maintaining all records relating to a complaint, Records will include all written complaints received, details of the investigation and action taken and copies of all statements from relevant parties.
- Completed Complaints Records are reviewed on a regular basis for analysis and identification of any pattern of complaints.
- Service users are assured that they will not be victimised for making a complaint.