

# Compliment & Complaint Feedback Procedure

For people we support, their families and external persons.  
An easy read version is available.

This document is part of Salutem Compliment and Complaint Policy. Please refer to the main policy document for the principles, associated materials and version control.

## Introduction

Salutem welcomes feedback, compliments, and complaints from people we support and their families, friends and members of the public. The purpose this procedure is to Provide step by step information on how to provide feedback, make a compliment and submit a complaint, how this information will be handled and when you will hear back from us if required.

### **Recognize and Appreciate Good Practice:**

- To acknowledge and show appreciation for staff members or teams who provide exceptional service or care.
- Boosts morale and motivates employees by recognizing their hard work and dedication.

### **Foster a Positive Organizational Culture:**

- To promote a culture of excellence and positivity within the organization.

- Encourages staff to maintain high standards and strive for continuous improvement.

#### **Identify Strengths:**

- To highlight areas where the organization is performing well.
- Allows the organization to build on its strengths and replicate successful practices across different areas or departments.

#### **Enhance Public Relations:**

- To improve the organization's reputation by showcasing positive feedback from service users.
- Builds trust and confidence among current and potential service users, stakeholders, and the community.

#### **Inform Location/Provision Improvement:**

- To use positive feedback to inform and inspire service improvements.
- Encourages the adoption of best practices identified through compliments, leading to overall service enhancement.

#### **Complaints Procedure to Address and Resolve Issues:**

- To provide a structured process for service users to raise concerns and have them addressed promptly and effectively.
- Ensures that issues are resolved satisfactorily, improving user satisfaction and trust in the service.

#### **Ensure Accountability and Transparency:**

- To demonstrate that the organization is committed to accountability and transparency in its operations.
- Builds trust and credibility with service users, stakeholders, and regulatory bodies.

#### **Improve Quality:**

- To identify areas where the service may be falling short and implement corrective actions.
- Drives continuous improvement and enhances the overall quality of care provided.

#### **Empower People who are supported by Saludem Care & Education:**

- To give those we support a voice and ensure their concerns are heard and valued.

- Enhances user engagement and empowerment, fostering a sense of partnership between service users and providers.

**Comply with Regulatory Requirements:**

- To meet legal and regulatory obligations regarding the handling of complaints.
- Ensures compliance with relevant laws and standards, avoiding potential penalties and enhancing the organization's legitimacy.

**Provide Staff Development Opportunities:**

- To use feedback from complaints as a learning tool for staff development.
- Helps staff understand areas needing improvement and promotes professional growth and training opportunities.

**Monitor and Evaluate Performance:**

- To systematically track and analyze complaints to identify patterns or recurring issues.
- Enables the organization to proactively address systemic problems and measure the effectiveness of implemented changes.

By having clear compliment and complaint procedures, enables Saludem Care and Education to effectively manage feedback to enhance service delivery, foster a positive environment, and ensure continuous improvement.

# Document Control

Initial purpose and scope of the new policy/procedure agreed by:	Chief Quality Officer
Sponsor Technical review carried out:	Quality Assurance Inspection & Regulation Director
Final Information Governance quality check carried out:	Quality Assurance Inspection & Regulation Director
Date implemented:	July 2019
Version Number:	1.3
Date of the next review:	August 2026
Department responsible:	Quality
Job Title of Lead Person:	Quality Assurance Inspection & Regulation Director

In addition to this policy, local authorities and other commissioners may have their own policies, procedures and guidance which Services must comply with. These policies should complement this policy.

However, there may be additional requirements put in place by local authorities and other commissioners and these must be adhered to. Changes must not be made to Salutem's policies and procedures without corporate approval but, where needed, local procedures should be developed to accompany these.

## EQUALITY AND DIVERSITY STATEMENT

The Salutem Group is committed to the fair treatment of all in line with the Equality Act 2010. An equality impact assessment has been completed on this policy to ensure that it can be implemented consistently regardless of any such factors and all will be treated with dignity and respect.

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## Step 1: Feedback

Feedback is information or statements of opinion about something such as a location that provides an idea of whether people like it or not. It may be a concern or issue, suggestion or observation and does not require an investigation process. These do not necessarily need to be formally logged in our internal reporting system, (however it is the choice of the individual as to whether they wish for feedback to be logged), but do require us to acknowledge the feedback, consider it and come back to you if needed.

## Step 2: Providing Feedback

Should you want to provide general feedback whether it is good or not so good, or just an observation you can:

- Inform the Registered Manager, Head, Team Leader, Key worker or another member of staff face to face
- Submit the feedback in the Home, location or School Feedback/Suggestion box
- Inform individuals during your Support Plan Review
- Send an email to the Home or location inbox
- Provide the feedback during our annual survey for people we support and their families.
- Provide feedback during a Home or location meeting.
- Provide feedback to Saludem Voices representative.

To help you provide this feedback you can inform a member of staff that you would like to access an advocate if you prefer or have staff help you draft the feedback in the way that you prefer and by using tools and resources that are accessible to you.

Families or Individuals wanting to provide feedback can either inform a member of staff face to face, by phone, or send an email to the Home or Service inbox or post a letter to the service.

## Step 3: Reviewing and responding to your feedback

Once we receive the feedback we will consider what has been said, acknowledge the feedback by informing you that we received it and will let you know what we are doing as a result of the feedback. Most of the time we will do this face to face or by email should the feedback be from a family member, friend or member of the public. It may be that no response is required from us at all and if that is the case we will not respond but will acknowledge that we have received feedback.

## Step 4: How to submit a compliment

Salutem Care and Education staff work very hard to ensure that you receive the best experience as possible and a compliment can go a long way knowing that they are providing you with good care and support according to your wishes. A compliment is a recognition of praise that you would like to formally provide a staff member or volunteer with. If you would like to submit a formal compliment you can:

- Inform the Service Manager face to face or their line Manager (Regional Director)
- Send an email to the Home or Service inbox
- Write a letter and give it to the Service Manager

It is important that the Registered Manager receive the compliment so that they can record it in our reporting database. This way Head Office will see the compliment and can provide them with additional praise and recognition.

If you require help with communicating or writing the compliment a staff member can help you or they can support you to access an advocate.

## Step 5: How to Submit a Complaint

Submitting a complaint is a formal way of informing us that you have a concern about your own or someone else's care and support and feel that this must be investigated and made right. If you would like to submit a complaint you can do so by:

- Informing the Registered Manager face to face
- Sending an email to the Home or location inbox
- Writing a letter to the Registered Manager or Regional Director

It is important that you provide as much information as possible so that we can understand the full nature of the complaint. A helpful guide to writing a complaint can be found here <https://www.disabilityrightsuk.org/making-complaint>

If you require help with communicating or writing the complaint a staff member can help you or they can support you to access an advocate

## Step 6: What happens after I submit a complaint?

Once you have submitted the complaint, we are required by law to acknowledge it in writing to you within 5 working days. We then have 21 working days in Wales or 28 working days in England to complete our investigation and send you the outcome of our investigation including what actions we will be taking as a result.

## Step 7: Not happy with the outcome?

If you are not happy with the outcome of the investigation, you can escalate this to our Head Office who will complete another investigation according to the same timescales above. The investigator will be someone completely independent of your Service to ensure that its handled objectively and fairly.

### **Salutem Care & Education Head Office:**

Minton Place, Victoria Street, Windsor, England SL4 1EG

01753255777

If you remain unhappy about the Head Office outcome you can submit your complaint to the following bodies:

- Your Local Authority's complaints department
- The Local Authority and Social Care Ombudsman

[Make a complaint - Local Government and Social Care Ombudsman](#) **0300 061 0614**

Parliamentary and Health Service Ombudsman <https://www.ombudsman.org.uk/making-complaint>

- The Care Quality Commission (CQC)  
CQC National Customer Service Centre Citygate  
Gallowgate Newcastle upon Tyne NE1 4PA  
Telephone: 03000 616161

[While the CQC is not a complaints agency, and does not investigate complaints, they would like to be informed about complaints that are made about a provider]

- The Care Inspectorate Wales (CIW)  
Welsh Government office  
Rhydycar Business Park Merthyr Tydfil. CF48 1UZ  
Telephone: 0300 062 8800
- The Office for Standards in Education, Children’s Services and Skills (Ofsted)  
Ofsted National Business Unit Piccadilly Gate  
Store Street Manchester M1 2WD  
Telephone: 0300 123 1231
- Her Majesty’s Inspectorate for Education and Training in Wales (Estyn)  
Complaints Wales  
1 Ffordd yr Hen Gae Pencoed CF35 5LJ  
Telephone: 0300 123 1299

We can help you access an advocate should you want to submit your complaint to one of these bodies.

## Version Control

Version Number	Date	Status	Changes
V1.3	August 2024	Reviewed	Reviewed and amended