



COMPLIMENTS AND COMPLAINTS POLICY

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This policy complies with Regulation 64 (Compliments Policy and Procedure) of the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulation 2017, as amended March 2024

Last review:01/11/2023
Next review:01/11/2025
Responsible Individual:Karen Gregory

1. AIM OF POLICY

This policy outlines the arrangements in place to ensure compliments and complaints are acknowledged, recorded, and responded to, and contribute to learning to improve the services provided and implementation of best practices.

2. POLICY STATEMENT

Drive welcomes compliments and/or complaints from a wide range of people including individuals we support, parents and carers which contribute to service improvements. We are committed to providing a high standard of service and to continuously improving and extending what we can offer. If there are occasions when the service you receive does not live up to your expectations, it is important you tell us so we can deal with the problem you have raised. Feedback really does help us to improve the quality of our work.

We aim to clarify any issues, we will apologise if we get something wrong, and where possible we will put things right and continue to use positive feedback to make further improvements.

We will communicate with the complainant in the same way they have contacted us, unless they request, we respond differently, or we have good reason not to do so.

We deal with complaints in an open and honest way. All complaints will be investigated in a sensitive, effective, and confidential manner without bias or prejudice.

2.1 Who is the policy for?

Anyone who has contact with services provided by Drive can use the compliments and complaints procedure.

This includes but is not limited to:

- People we support
- Their friends
- Family
- Advocates
- Visitors
- Neighbours
- Care Managers
- Staff from other agencies
- Members of the public

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Drive has a range of Human Resources policies and procedures which enable concerns from employees to be reported and acted upon. Examples of these include Drive's Grievance Policy and Procedure, Disciplinary Policy and Procedure, and Drive Whistleblowing Policy and Procedure. Therefore, issues arising from employees do not fall within the remit of this policy and procedure.

3. Procedure for Compliments

Compliments about the way Drive provides services can be received from a range of people including family members, case managers, members of the public, and people we support. They can be made in a variety of ways; through e-mails, letters, thank you cards, or verbally. Individuals we support will use their own preferred method of communication or language. Whichever method is chosen, please ensure the manager is informed so Drive can continue to learn through feedback on what is going well.

A record of compliments should be maintained. Area Managers will ask to look at these when they conduct management visits. All compliments must be emailed to the Governance and Information Manager, so Drive can collate the information for the Management Board and Inspectors/Monitoring Officers.

4. Procedure for Informal Complaints

Complaints about the way Drive provides services can be received from a range of people; family members, case managers, members of the public, and individuals we support. They can be made in a variety of ways, through e-mails, letters, or verbally. Whichever method is chosen, please ensure the manager is informed so Drive can resolve the complaint and continue to learn through feedback received.

- People we support may wish to raise their complaints at house meetings, individual service reviews, or during Area Manager monitoring visits. Individuals will use their preferred method of communication and language.
- When receiving a complaint, the staff member should be sympathetic, listen carefully, and record the complainant's concerns using the Complaint Summary form or the Accessible Complaints Form.
- Wherever possible the staff member receiving the complaint should attempt to provide a reasonable answer or explanation immediately for the complainant.

- If it is not possible for the staff member receiving the complaint to give an answer or explanation to the complainant, they should give the complainant the name of someone who will be able to contact them within 48hrs. This may be the Team Manager, On-Call Manager, or another team member, depending on the circumstances.
- The Team Manager and Governance and Information Manager should be made aware of all informal complaints or representations and attempt to achieve a resolution.
- A record of complaints should be maintained, for example using the Complaint Summary Form or the Accessible Complaints Form. Area Managers will ask to look at complaints made when they conduct management visits. All complaints must be emailed to the Governance and Information Manager, so Drive can collate the information for the Management Board and Inspectors/Monitoring Officers.

The record of complaints should include the following:

- i. Name of person making the complaint.
 - ii. The date the complaint was made.
 - iii. Name of person receiving the complaint.
 - iv. Nature of the complaint.
 - v. Explanation or reason given by the staff member.
 - vi. If explanation was acceptable or unacceptable.
 - vii. If unresolved name of person who will continue to manage the complaint.
- If the complainant is not satisfied and wishes to take the matter further, the complaint may become registered as a formal complaint.

5. Formal Complaints

A formal complaint becomes recognised when the complainant is not satisfied with the verbal explanation given, or when a serious complaint is made about the service.

- The complainant will be asked to put their complaint in writing, any support required to do this will be provided by Drive. Any complaint relating to allegations of abuse will be managed in accordance with Drive's Safeguarding Policy and Procedure for Adults at Risk.

- All formal complaints will be referred to the Director of Operations, People and Learning and/or Chief Executive, who will determine the most appropriate person to investigate the complaint.
- If the complaint is about the Chief Executive the matter will be referred to the Chair of the Management Board.
- The appropriate person will acknowledge receipt of the complaint within 7 days providing a copy of the complaints policy. Additionally, they will inform them within 28 days of receiving the formal complaint, the name of the Investigating Officer, and their right to contact him/her.
- If the complaint under investigation concerns an employee of Drive, they will be informed of the nature of the complaint against them. In exceptional circumstances this action may be determined by the police or safeguarding officers.
- The nominated Investigating Officer will carry out a full and fair investigation. This investigation will be carried out as quickly as possible.
- If during the Investigation it becomes apparent a possible criminal act may have taken place, the complaint investigation will be halted, and the matter handed to the police immediately.
- Similarly, if it becomes apparent a possible disciplinary offence may have taken place, the complaint investigation will be halted and a Disciplinary Investigation will be carried out, following consultation with the Human Resources Manager.
- In either of the above instances, the complainant will be kept up to date with events. Once events have been investigated as appropriate, the complainant will be informed of the outcome.
- Once the Investigation has been completed, the Investigating Officer will provide the Director of Operations, People and Learning /Chief Executive with a written report of their findings.
- The appropriate person will then write to the complainant, outlining the findings of the investigation.

6. **Appeal Procedure**

If the complainant remains unsatisfied with the outcome of the investigation, a review of the investigation may be requested.

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- The Chief Executive of Drive will appoint a Review Panel of three people to examine Drive's response to the complaint. One member of the Panel will be an independent member.
- The Review Panel will meet within 28 days of the complainant's request for a review.
- The Chief Executive will write to the complainant giving him/her ten days' notice of the review meeting. The complainant will be informed of the names and status of Panel Members, including identification of independent members and staff members.
- The complainant is entitled to make written representation to the Panel prior to its meeting, and to make oral representations at the meeting.
- People we support are entitled to be accompanied by another person or advocate who may speak on their behalf. The Panel may also allow representations from other involved persons.
- The Panel should record its recommendations within twenty-four hours. The Chair of the Panel will then write to the complainant stating its findings and any recommendations.
- Drive will consider its original decision after the review, and if necessary, take appropriate action. The Chief Executive will write to the complainant advising him/her of the outcome of the Review within 28 days of the Panel's findings being made available.

7. **Other Possible Action**

Complainants have the right to complain to the Local Social Services Department, the Care Inspectorate Wales (CIW), or to the relevant Housing Association. The CIW is based at:

CIW

Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ

Telephone: 0300 062 8888
Fax: 0300 062 8548
Email: cssiw.southeast@wales.gsi.gov.uk

A complainant may contact the Police in the case of criminal allegations

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before making a complaint - Drive recognises and respects this right.

If you are not satisfied with the response to your complaint from Drive, Social Services or the CIW, you can complain to the Public Service Ombudsman for Wales at:

1, Oldfield Road, Pencoed, Bridgend, CF35 5LJ

Tel: 03007900203

8. Providing Information on the Policy and Procedure

It is the responsibility of the Team Manager to make the Compliments and Complaints Procedure available to people we support, carers and/or advocates. The Team Manager will ensure the contact details for the agencies identified are available to tenants, carers and/or advocates.

Drive has produced an accessible version of the compliments and complaints procedure. Team Managers are responsible for ensuring all people we support are aware of and have access to this.

9. Monitoring/Implementation

Senior Managers will analyse information relating to complaints and concerns; and identify and implement any areas for improvement.

Drive's Management Board will receive details on all compliments and formal complaints, at least quarterly.

Name of Policy	Compliments and Complaints Policy
Date reviewed	01/11/23

STATUS BOX FOR POLICIES

THIS POLICY APPLIES TO:

All employees.

It is the responsibility of employees to comply with this Policy. Failure to do so may result in disciplinary action

THIS POLICY CROSS REFERENCES TO:

Statement of Aims

Person Centred Approaches and Active Support Policy

Safeguarding Adults at Risk

Where an employee has questions about and/or needs clarification of any aspect of this policy, the employee should check with their line manager. Where appropriate, training will be provided in the policy and procedure to ensure knowledge, compliance, and best practice across Drive.

This policy will be reviewed on a 2-year cycle to ensure Drive's policy and practices remain effective, are up to date with legislative and regulatory changes, reflect good practice and capable of supporting Drive's objectives.

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Appendix 1

Care Inspectorate Wales (CIW)	CIW Welsh Government Rhydycar Business Park Merthyr Tydfil CF48 1UZ Telephone: 0300 062 8888 Fax: 0300 062 8548 Email: cssiw.southeast@wales.gsi.gov.uk
Public Service Ombudsman for Wales	1, Oldfield Road Pencoed Bridgend CF35 5LF Tel: 0300 790 0203 Email ask@ombudsman.wales

County Borough Councils	
Rhondda Cynon Taf CBC	Sardis House Sardis Road, Pontypridd CF37 1DU Tel: 01443 425005
Bridgend CBC	3 Civic Offices Angel Street, Bridgend CF31 4WB Tel: 01656 643643
Neath Port Talbot CBC	Civic Centre, Port Talbot SA13 1PJ Tel: 01639 686868
Blaenau Gwent CBC	The General Offices, Steelworks Road, Ebbw Vale, NP23 6DN Tel: 01495 311556

Housing Associations	
Cynon Taf Community Housing Group	Unit 4, Navigation Park, Abercynon, Mountain Ash, CF45 4SN Tel 01443 743200
Drive	Unit 8, Cefn Coed Parc, Nantgarw, CF15 7QQ Tel: 01443 845260
First Choice Housing Association	19 Stanwell Road, Penarth, Vale Glamorgan Tel: 02920 703758
Hafod Care	St Hilary Court, Copthorne Way, Cardiff, CF5 6ES Tel: 0800 024 8968
Merthyr Tydfil Housing Association	11/12 Lower High Street, Merthyr Tydfil, CF47 8EB Tel: 01685 352800
Pobl Group	Exchange House, High Street, Newport, NP20 1AA 0330 175 9726
RCT Homes	Ty Pennant, Strydd Mill, Pontypridd CF37 2SW Tel: 08453 014141
United Welsh Housing	Y Borth 13 Beddau Way Caerphilly CF83 2AX Tel: 0800 294 0195

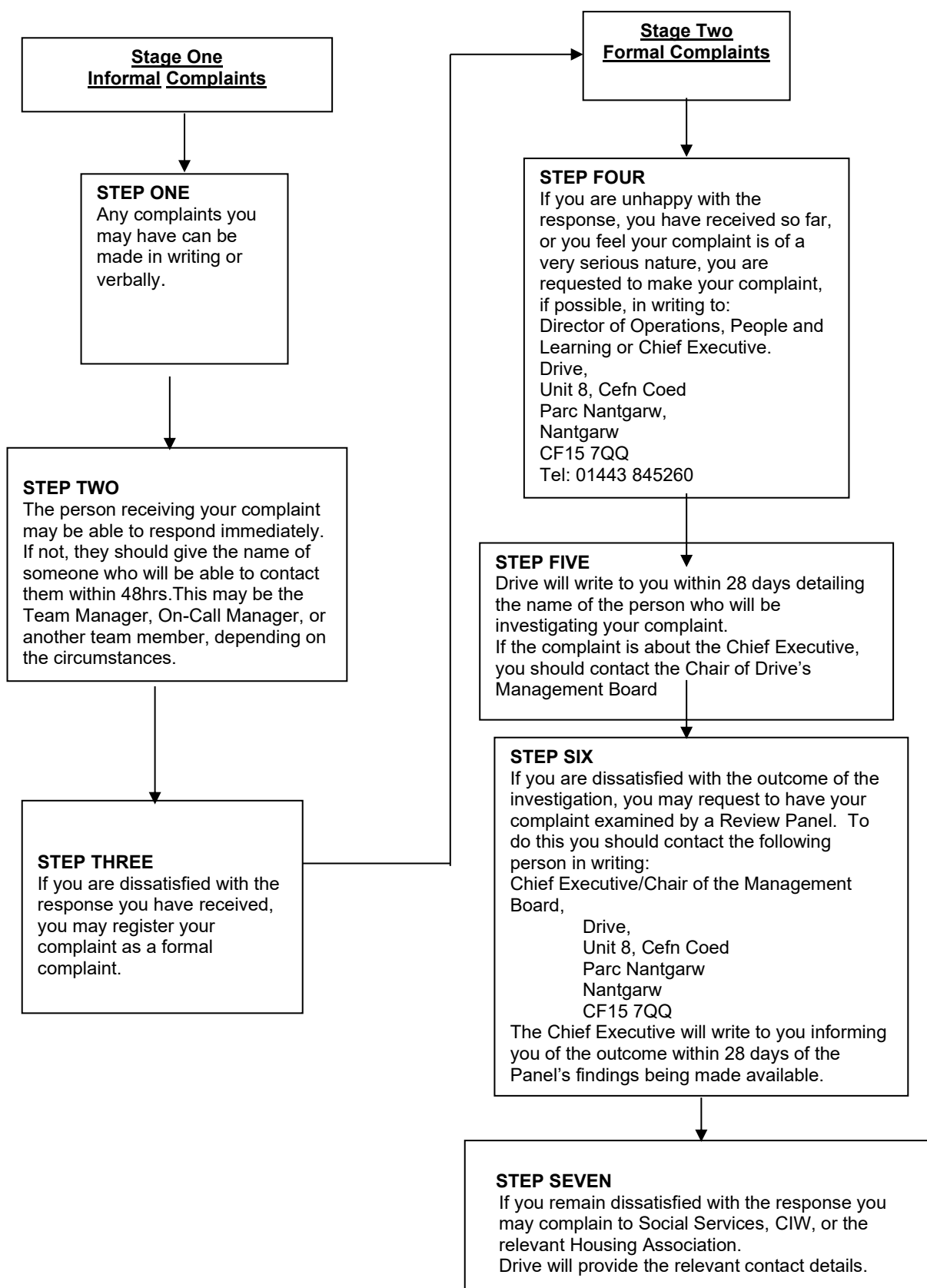
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Valley to Coast	Tremains Business Park ,Tremains Road, Bridgend,CF31 1TZ. Tel: 0300 123 2100
Wales and West	Alexandra Gate, Ffordd Pengam, Cardiff, CF24 2UD Tel: 0800 052 2526

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Complaints Procedure Flowchart



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Complaint Recording & Reporting

1	Date Received	
2	Name of Complainant	
3	Relationship of Complainant (e.g. parent, supported person, professional, etc)	
4	Accommodation Location	
5	Details of Complaint	
6	Is complaint resolved	Yes/No If NO got to 10
7	Actions, Outcomes and Learnings identified, include dates when completed or planned to complete	
8	Name of Staff who dealt with complaint	
9	Date Informal Complaint closed	
Form to be emailed to Corporate Officer (beverleydavies@drive-wales.org.uk) and Team Leader/Manager		

If complaint unresolved and needs to be escalated		
10	Name of person complaint referred to (usually Team Leader/Manager or Area Manager)	
11	Is the complaint about a Drive employee? If yes provide name	
12	Ongoing progress of complaint (Weekly updates of progress to be emailed to Corporate Officer unless other timescales agreed)	
13	Actions, Outcomes and Learnings identified, include dates when completed or planned to complete	
14	Date Complaint Resolved	
15	Date complainant notified	

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Compliment Form

I am happy and want to make a compliment about:

What have they done to make you feel happy?

Name

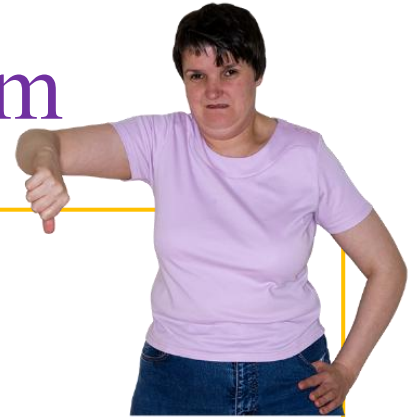
Where I live

Date

Staff Member supporting with the form

Please email form to beverleydavies@drive-wales.org.uk

Complaint Form



Name of person who is complaining –

Date of complaint –

What is your complaint about? (Please give names, places, and dates)

What we will do/have done to make things better

Are you happy with the result Yes/No?

Name of Staff _____

Complainant signature _____

(Optional)

If you are not happy and feel you want more help with your complaint, we will ask the Team Leader or Team Manager to speak to you.

When you have spoken to the Team Leader or Manager if you still feel unhappy and feel you want more help with your complaint, we can arrange for you to speak to -

Operation Service Managers and Participation Officer



Tomas Andrews
Neath and Rhondda
Cynon Taf



Andrea Brooks
Merthyr and Bridgend



Claire Jones
Rhondda Cynon Taf and
Monmouth



Charlotte Azzopardi
Rhondda Cynon Taf and
Short-Term Care



Jason Huet
Bridgend and Eco



Jo Parsons
Coproduction Manager

If you would like to speak to someone from outside of Drive, you could talk to: –



Your
Care Manager



An Advocate



Care
Inspectorate
Wales



If you are still not happy with the way your complaint has been looked into.

You can contact the Public Service Ombudsmen
Old Field Rd, Pencoed, Bridgend. CF35 5LJ.
Telephone - 0300 790 0203