

Version 1	Derbyshire Adult Social Services Supporting People Procedures	Published: March 08 Review due: Sept 09
-----------	---	--

## **Part 4 Complaints Contents**

- 4.1 Supporting People Complaints Procedure  
Appendices and related documents

Version 1	Derbyshire Adult Social Services Supporting People Procedures	Published: March 08 Review due: Sept 09
-----------	---	--

## 4.1 Supporting People Complaints Procedure

### 1. The purpose of this procedure, key words and definitions

#### Purpose

The purpose of this procedure is to ensure that any comments and complaints we receive into the Supporting People Team are dealt with appropriately, and that we follow the Social Services Complaints Process. This process should be read in conjunction with Derbyshire County Council Representations and Complaints Procedure for Services.

The purpose is for Supporting People to take the appropriate action depending on the type and severity of the complaint (risk; unlawful activity; Adult Protection Policy and Procedures etc.); and confirm our action to the complainant.

In the future, we are likely to receive complaints or comments about 3 main topics:

1. Charging eg about the financial assessment outcome, or about the date we propose paying/ceasing the SP Subsidy – these will be dealt with using the existing system in Financial Assessments;
2. The SP Team eg our actions or inaction – these will be dealt with using the existing Social Services HQ Complaints Process. The Social Services Complaints Process, and the flowcharts/guidance saved in appendix 1 and 2 of this document clearly sets out the actions required; and
3. About the services funded by the Supporting People Grant eg the frequency of visits by wardens, or the standard of provision.

#### Definitions

##### What is a complaint?

An expression of dissatisfaction about the standard of service.

##### What is a suggestion?

An idea that is proposed; (eg ideas for improvement to the service).

##### What is a compliment?

An expression of praise admiration or congratulation; (eg reporting a good standard of service).

### 2. Dealing with Comments and Complaints

#### 2.1 Receiving recording and acknowledging a Supporting People Complaint

- 2.1.1– If a complaint is received by any member of the Supporting People Team then they must complete the Supporting People Comments and Complaints Form.

Complaints can be received by Call Derbyshire, from a third party, Headquarters staff or Complaints Administrator from Social Care.

Version 1	Derbyshire Adult Social Services Supporting People Procedures	Published: March 08 Review due: Sept 09
-----------	---	--

(Appendix 1 refers). Complaints can be received in the form of letter, email, phone or face to face discussion.

Anonymous complaints should always be recorded and referred to the Supporting People Manager in the same way as other complaints. The fact that the complaint is from an anonymous source should not in itself justify a decision not to pursue the matter nor should it rule out referral to other procedures as appropriate.

The completed electronic form is emailed to the SP Generic Clerical Worker. (On the same day the complaint is received).

The SP Generic Clerical Worker then enters the complaint on to the Social Care Complaints database. (On the same day the completed form is received).

The SP Generic Clerical Worker then enters the details on to the SP Spreadsheet for analysis (same day as the completed form is received).

The SP Generic Clerical Worker sends a letter of acknowledgement to the complainant within 5 working days of receipt by Supporting People acknowledging the complaint.

### **2.1.2 Allocating the responsibility of investigating the complaint**

The SP Generic Clerical Worker notifies the Supporting People Manager that a complaint has been received. The Supporting People Manager allocates the complaint to either the Head of Policy, Supporting People Planning and Project Manager, Contracts Manager or will deal with the complaint themselves. (Same day as complaint has been notified). In the absence of the Supporting People Manager the Deputy (Supporting People Planning and Project Manager) will be responsible for allocating complaints and the subsequent investigation.

The investigating manager will determine if this is an internal or external complaint.

- Internal Complaint – eg Fairer Charging, Supporting People, procedures, systems and staff
- External Complaint – eg Directly relating to a service funded by Supporting People.

### **2.1.3 Investigating an external complaint**

The investigating manager, If the complainant has agreed, will forward the complaint to the provider for action with the standard covering letter. The investigating manager will notify the service provider the expected timescales for a investigation of the complaint

If the complainant does not want Supporting People to forward their complaint directly to the provider, the investigating manager must

Version 1	Derbyshire Adult Social Services Supporting People Procedures	Published: March 08 Review due: Sept 09
-----------	---	--

summarise the nature of the complaint in a letter from Supporting People to the provider.

The investigating manager will respond in writing within 10 working days to the complainant. If the complaint is of a complicated nature the complainant will receive a response within the 10 working days to update the progress of the complaint and the timescale for the resolution of the complaint will be a further 10 days. **(A complaint of a complicated nature must be completed within 20 working days.)**

The completed form will then be filed in alphabetical order in a lever arch file (for the purposes of Audit this will be undertaken by the Generic Clerical Worker).

#### **2.1.4 Investigating an internal complaint**

The investigating manager will investigate the matter within Supporting People and document the findings in a written report.

The investigating manager will respond in writing within 10 working days to the complainant. If the complaint is of a complicated nature the complainant will receive a response within the 10 working days to update the progress of the complaint and the timescale for the resolution of the complaint will be a further 10 days. **(A complaint of a complicated nature must be completed within 20 working days.)**

The completed form will then be filed in alphabetical order in a lever arch file (for the purposes of Audit this will be undertaken by the Generic Clerical Worker).

#### **2.1.5 What happens if the complaint is external to Supporting People?**

**Social Care:** Send a copy of the completed form and letter/email to Social Care's Complaints Administrator, as this will follow the standard Social Services Complaints Process. This applies to joint Supporting People and Social Care funded services.

**Other Services within Derbyshire County Council:** Refer to the relevant department and inform the complainant of the appropriate contact details.

### **2.2 Compliments and Suggestions**

#### **2.2.1** If a compliment or suggestion is received by any member of the Supporting People Team then they must complete the Supporting People Comments and Complaints Form

Once this has been completed it must be passed to the Supporting People Generic Clerical Worker. Who will then enter the information onto the Supporting People Database. The compliment or suggestion must be passed to a senior member of the team, either the Supporting People Manager or the Supporting People Planning and Project

Version 1	Derbyshire Adult Social Services Supporting People Procedures	Published: March 08 Review due: Sept 09
-----------	---	--

Manager, the senior member of the team will then bring the compliment/suggestion to the attention of the next Core Strategy Group Meeting and where best practice is identified this will be shared with other members of the Supporting People Team.

The completed form will then be filed in alphabetical order in a lever arch file (for the purposes of Audit this will be undertaken by the Generic Clerical Worker).

### **3. Information Sharing**

The information that has been recorded will be discussed at Monthly Supporting People Team meetings, Core Strategy Group and the Commissioning Body. Lessons learned and Information such as the numbers of complaints/comments we have received (for example, the number or severity of complaints about a particular service/provider may prompt an early Contract Management Meeting.

### **4. Acknowledgements and References**

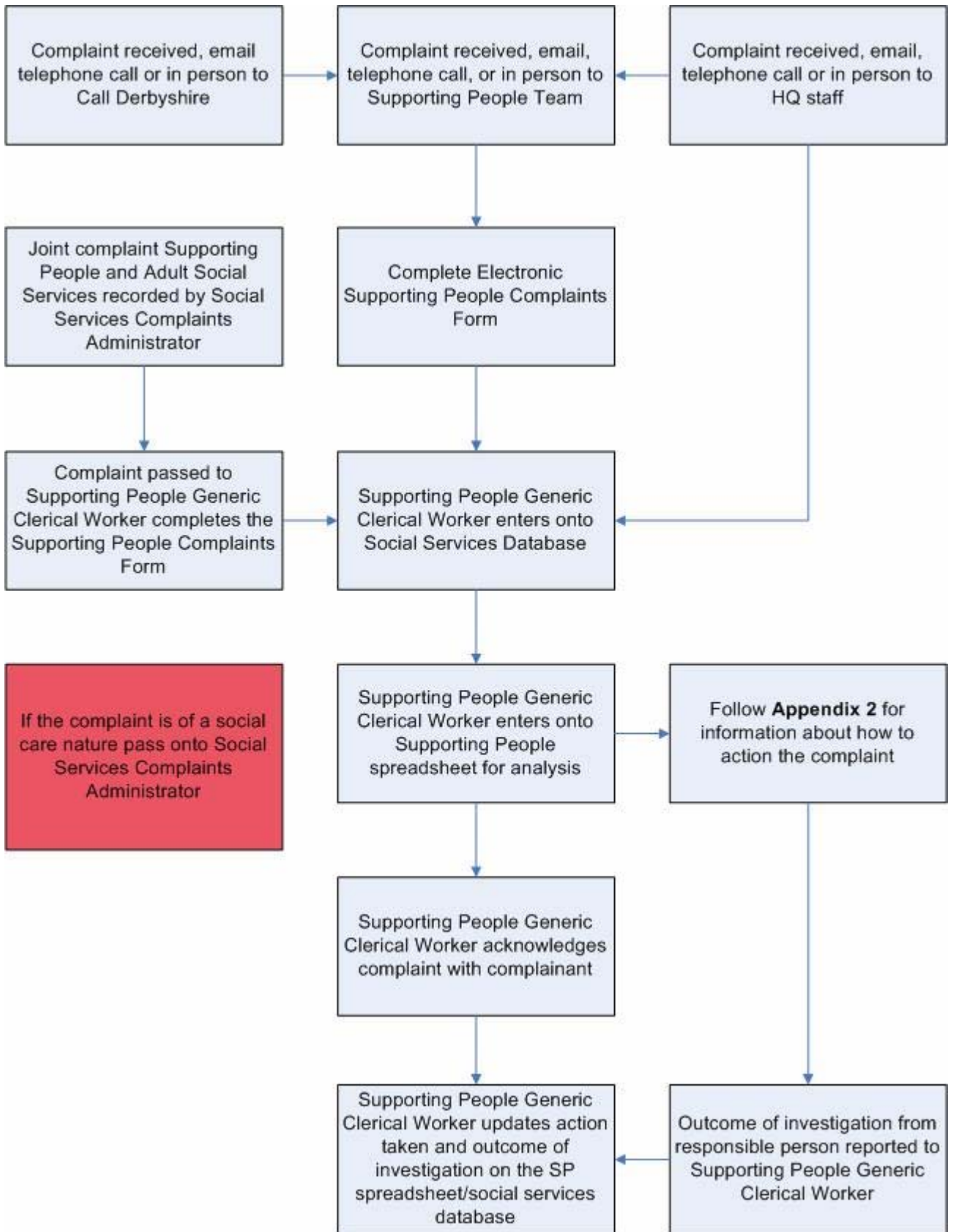
Derbyshire County Council Representations and Complaints Procedure for Social Services.

Version 1	Derbyshire Adult Social Services Supporting People Procedures	Published: March 08 Review due: Sept 09
-----------	--	--

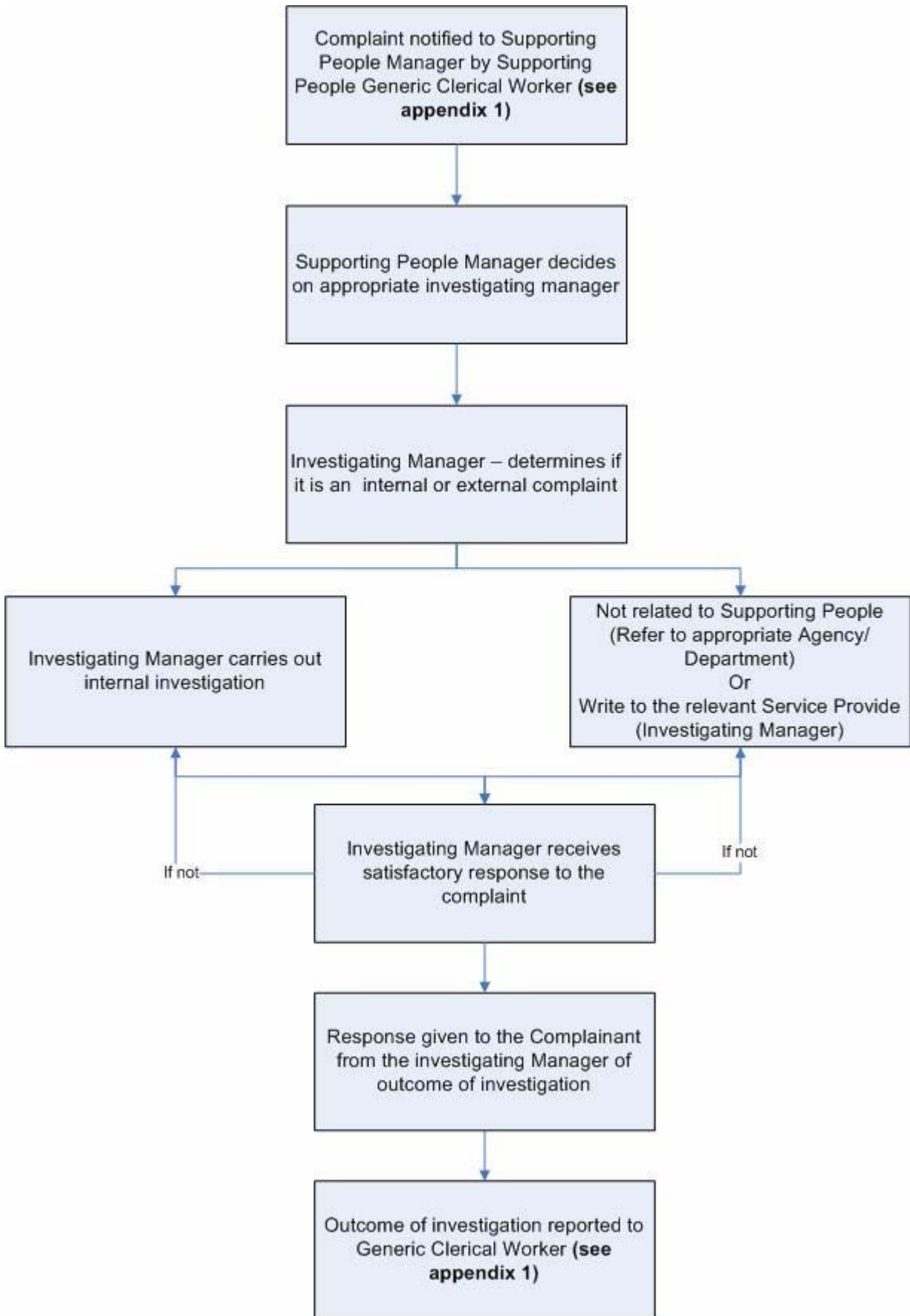
## **Part 4 Complaints Appendices Contents**

1. Dealing with a complaint – Generic Clerical Worker
2. Dealing with a complaint – Investigating Manager

**Part 4 Appendix 1 Dealing with a complaint – Generic Clerical Worker**



**Part 4 Appendix 2 Dealing with a complaint – Investigating Manager**



Version 1	Derbyshire Adult Social Services Supporting People Procedures	Published: March 08 Review due: Sept 09
-----------	--	--

**Part 5 – This Page has Been Intentionally Left Blank**

Version 1	Derbyshire Adult Social Services Supporting People Procedures	Published: March 08 Review due: Sept 09
-----------	--	--

**Part 6 - This Page has Been Intentionally Left Blank**

Version 1	Derbyshire Adult Social Services Supporting People Procedures	Published: March 08 Review due: Sept 09
-----------	--	--

**Part 7 - This Page has Been Intentionally Left Blank**

Version 1	Derbyshire Adult Social Services Supporting People Procedures	Published: March 08 Review due: Sept 09
-----------	--	--

**Part 8 - This Page has Been Intentionally Left Blank**