

Care Professional Academy Comments, Compliments and Complaints Policy

Purpose

The Care Professional Academy (CPA) believes that if an individual wishes to make a comment, complaint, register a concern or give a compliment they should find it easy to do so. It is our policy to welcome comments, compliments and complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments made by Care Professionals and Providers are taken seriously.

Aim

The aim of this policy is to ensure its complaints procedure is properly and effectively implemented, and that individuals feel confident that their complaints, and concerns are listened to and acted upon promptly and fairly; as well as to ensure that compliments are passed on to the team and individual to support and develop morale, and give credit where credit is due.

Comments and Compliments - Feedback

The CPA welcomes feedback about the services provided. This enables us to continually review what we are doing, how we are doing it and make alterations to further improve the quality-of-service provision from the team, an individual, and the end user experience of using the portal; as well as monitoring in line with our KPI's.

The CPA regularly request feedback from Care Professionals and Providers via online feedback forms, which can be found on our website, the forms are different acknowledging that both elements of our portal are very different. a

Care Professional feedback - <https://www.careprofessional.co.uk/feedback>

Provider feedback - <https://provider.careprofessional.co.uk/feedback>

Feedback can be taken over the phone or in person, this is collated, reviewed and shared via an additional internal form.

All comments received with be taken seriously, can be captured either through our feedback forms, in conversation, via email, recorded on CPA feedback internal form or via CPA Comments, Compliments and Complaints Form <https://forms.office.com/e/yStRN7gBhS> When comments are received CPA will review impartially and reflect on the comment and associated situation. Where improvements of the service can be considered, reviewed and where viable implemented.

Compliments and positive feedback will be recorded, celebrated and shared, and we will review how this can be reflected in other areas of the Academy service delivery. Compliments can be captured either through our feedback forms, in conversation, via email, recorded on CPA feedback internal form or via CPA Comments, Compliments and Complaints Form <https://forms.office.com/e/yStRN7gBhS>

Complaints

All complaints received are treated seriously and in the strictest confidence. This is a formal process, with a timescale and response procedure. You are raising an issue/s or concern you feel worthy of complaint.

The CPA wishes to ensure it has clear, publicised complaints procedures. Providers and Care Professionals, Local Authorities, the public, should be assured that the organisation's ability to handle complaints is transparent and robust.

How to make a complaint

You can log your complaint in a range of ways

1. By completing CPA Comments, Compliments and Complaints Form <https://forms.office.com/e/yStRN7gBhS>
2. Emailing contact@careprofessional.co.uk
 - a. with the full details or
 - b. by simply asking for the Care Professional Academy Manager to call you back
3. By phone 01707 937990

Responsiveness – The primary aim of the complaint’s procedure is to address the concerns of the complainant. This must, where appropriate, include an apology, an explanation, and reassurances that errors will, where possible, not be repeated.

Quality Enhancement – The secondary aim is to provide feedback to all staff members, management, and board members that problems have been identified and action taken to remedy and improve the quality-of-service provision in the future. It is, therefore, important that feedback, comments and complaints are viewed by staff as constructive and a means of reflecting on practice and exploring ways to improve when things go wrong. It is essential that following receipt of feedback, comments or complaints staff do not become defensive and negative, they are encouraged to reflect on the situation as a learning experience.

Accessibility – CPA’s complaints form is accessibly via website <https://www.careprofessional.co.uk> and can be sent via email if easier for the person complaining. Reducing potential barriers of race, language, age, gender, and disability. It is crucial that the procedure is clear, easily understood, ‘user friendly’ for those making complaints and those responding.

Impartiality – Complaint procedures must ensure that differing points of view are listened to and investigated without prejudice. It is essential that the investigating officer for any complaint is impartial, and support is available to both complainant and respondent.

Honesty and Transparency – CPA team fully understand and appreciate the need for honesty when making or responding to a complaint. There are rare occasions where complaints highlight or indicate possible disciplinary issues. In such incidences CPA Manager will make a decision on when and if there will be an investigation in line with company disciplinary and capability policy/procedure. Evidence brought to light by complaints cannot be kept secret from managers, as reckless or unlawful acts which may constitute a breach of contract or failure in acceptable professional standards cannot be ignored. It must be emphasised and accepted that genuine mistakes, even serious ones, can be forgiven and that honesty is always, therefore, the best policy for all.

Confidentiality – Individuals need to be able to make complain without fear that any services they require will be affected. In order to protect complainants’ rights all information must be exchanged on a ‘need to know’ basis.

Accountability – It is important that there are clear lines of accountability for the operation of complaints procedures and that the accountability rests at the most senior level at CPA.

Responsibilities – The Academy Manager will ensure that comments and complaints are dealt with appropriately. They will ensure that all complaints are logged, acknowledged, delegated appropriately for investigation and responded to within an appropriate timeframe. It is also essential that those involved in responding take this responsibility seriously and co-operate with the investigating officer to ensure any investigation can be completed within agreed timescales. Should any complaint be directed specifically at the academy manager then a Director will send out the final response.

Timescale – complaints should be **acknowledged within 5 working days**; and aimed to be **resolved or closed within 28 days**. Acknowledging from time-to-time complaints may take longer to investigate and resolve; however regular updates will be given where appropriate to relevant parties. Aiming to prevent growing dissatisfaction or further complaints arising or escalating.

Communication and Staff Training – Complaints often arise from a misunderstanding or a lack in effective communication, CPA has clear expectations of staff members in placed, which are covered during Induction and onboarding, aligned with organisation values and revisited regularly through one to ones. Plus, complaints training is part of team training.