Complaints procedure

Within Halo Community Care LTD we have a complaints policy and procedure. The complaints procedure is there to support at all levels from the service user to employees to family, friends, and care managers.

Every complaint is treated in a confidential manner.

Halo commit to deal with complaints as fairly and in a time accordingly fashion as possible.

Comments, Complaints, Concerns and Compliments

With respect to service user feedback concerning the quality-of-care services provided this information is formally reviewed for content and possible action required. These reviews classify service user feedback as follows and is considered as positive through to negative.

Various types of feedback -

Compliments - positive input involving all aspects of our care service we provide.

Comments - remains positive but ideas and ways to improve our service. Concerns - negative feedback that would mean needing to address.

Complaints - raising serious concerns (service user) requiring formal action described below. There is a formal process for the management and handling of complaints lodged by a service user. This is documented and recorded appropriately in the complaint's procedure. The policy provides for appropriate investigation and in timely response to the complainant and if required the means for the service user to take the complaint to the appropriate regulatory authorities. This is explained in the service user guide and the service user is also made aware of the right to complain prior to finalising the care service contract.

To ensure that the service we provide matches your needs and expectations we welcome any comments you would like to make.

As one of our clients you are entitled to make complaints at any time. If you wish to complain about the service, you should follow these steps -

Where at all possible you should discuss this with the person providing the service or your care manager who will do this to the best of their ability.

If you feel uneasy or unable to do this, you should contact the proprietor.

If possible, at this stage you should record your complaint in writing and send it to -

Halo Community Care LTD
64 Church Street
Eastbourne
East Sussex
BN21 1QJ

You may wish to ask family or a friend to write out the complaint for you and if possible, you can sign.

If you are not happy about making the complaint yourself and you do not know someone who is prepared to do this on your behalf, please contact us and will be happy to find you an independent organisation to act as an advocate for you.

If we receive a written complaint it may take a little time to consider it fully however, we will write to you within one week to acknowledge receipt of the complaint and to inform you of the steps we will take to resolve this.

If no immediate solution is found we will investigate it fully, contacting those concerned. We will then write to you within a further 3 weeks with details of our findings, any action we have taken and proposals to resolve your complaint.

If at any stage in the proceedings, you feel that your complaint has not been dealt with you can as a last resort contact -

The Care Quality Commission
CQC Concerns Department
Citygate,
Gallowgate
Newcastle Upon Tyne,
NE1 4PA
CQC concerns 0300 061 6161

Email concerns@cqc.org.uk

it is the policy of the organisation to aim to ensure that compliments outweigh complaints. Halo ensure its entire staff are as highly skilled and equally trained on identifying abuse situations and providing a service that safeguards protection of vulnerable adults. We employ policies at great length which all our care workers are familiar with and apply this into their daily working. We follow the steps we are required to take if they have concerns regarding possible abuse situations, however if you are concerned about a situation your first step is to contact the registered manager who will instigate the companies procedure.

Complaint Contacts

Halo Community Care office 01323 729750

CQC
National number 03000 616 161
Email - enquiries@cqc.org.uk

East Sussex County Council Social Care Connect - 0345 608 0191
St Marys House,
52 St Leonards Road,
Eastbourne,
East Sussex,
BN21 3UU