



Policy No: 67	Authorised: Horizon Home Care	April 2022
<b>The Right to Voice Complaints, Compliments &amp; Suggestions</b>		

Horizon Home Care welcomes comments and suggestions from all our clients and their representatives, friends and relatives.

Horizon Home Care undertakes to look into complaints as quickly as possible and to provide a response which we hope will satisfy the complainant.

Horizon Home Care advises all clients during the initial assessments, reviews and by letter during annual surveys on how they can make a complaint. Our complaints policy can also be found at the back of the client's folder within the home.

### **Dealing with Complaints Informally**

In the first instance, anyone who feels they need to raise a complaint or feels dissatisfied with any aspect of the service which we at Horizon Home Care provide, should bring the matter up with their care worker who visits their home to carry out personal tasks, if they do not want to discuss the matter with their care worker they can ring the office directly and ask to speak to a manager. Should they feel happy to raise the complaint with your care worker, they will then take the appropriate action and inform the office who will pass your concerns onto the locality manager for the area. Serious concerns raised are brought to the attention of the Registered Manager and/or the deputy manager.

General complaints which can be easily resolved are dealt with immediately by a locality manager, this will involve them contacting the complainant, and if it is a simple matter, it can more than likely be resolved by a simple telephone conversation or a visit to the person's home. If the client has an active social care manager, they are in turn made aware of the complaint.

For serious complaints, the locality manager will share the complaint with the Registered Manager and/or the deputy manager. They will arrange a visit with the complainant in the comfort of their own home or discuss the matter with them directly over the phone or via email communications, or arrange a mutual meeting point.

The complaint will then be investigated which will involve all members of staff being interviewed and/or asked to come into the office to discuss the issues further.

The information and evidence gathered will be compiled, and the complainant will



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either receive a telephone call from the locality manager or the Registered Manager or Deputy Manager with the outcomes of the investigation, and/or a formal written response documenting the outcomes. In most cases this resolves the complaint.

### **Making a Formal Complaint**

For whatever reason, should a situation arise where a client or their family member, representative or friend feels the need to make a complaint, but feels uncomfortable talking to a member of staff about the circumstances? Then they should inform the Registered Manager or deputy or locality manager that they wish to make a formal complaint. The Registered Manager or their representative will then take the matter to hand and make arrangements to deal with the complaint. The client should also put their complaint in writing if they are able. The Registered Manager or their representative will interview the complainant and produce a written document relating to the matter. This will then be followed through with an investigation.

The Registered Manager of Horizon Home Care is Karen Rickman. She can be contacted below.

Complaints can also be addressed to the following locality managers who oversee and manage the areas across the region.

Kareen Rickman – Acting Registered Manager  
[Kareen.rickman@horizonhomecare.co.uk](mailto:Kareen.rickman@horizonhomecare.co.uk)

Melissa Oliver – Bournemouth Locality Manager  
[Melissa.oliver@horizonhomecare.co.uk](mailto:Melissa.oliver@horizonhomecare.co.uk)

Charlene McCaugh – Poole Locality Manager  
[Charlene.mccaugh@horizonhomecare.co.uk](mailto:Charlene.mccaugh@horizonhomecare.co.uk)

Simona Corches – Locality Manager for Swanage  
[Simona.corches@horizonhomecare.co.uk](mailto:Simona.corches@horizonhomecare.co.uk)

Nicola Parkinson – Head of Care and Lead Care Co-Ordinator  
[Nicola.parkinson@horizonhomecare.co.uk](mailto:Nicola.parkinson@horizonhomecare.co.uk)



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### **Investigating a Complaint**

Once a complaint has been documented in writing. The matter will be fully Investigated by a series of interviews, telephone conversations and gathering of written records. This may involve members of care staff, managers, social care managers, professional representatives and family members of the client.

Complaints will be dealt with confidentially and only those who have a need to know will be informed about the complaint or the investigation.

The whole investigation should be completed promptly, we aim to satisfy any complaints within a four week period ( 28 days) of receipt of the initial written complaint. The Registered Manager or manager who has been assigned to deal with your complaint will immediately report back to the complainant once a result has been attained.

If the complaint falls under the nature of a safeguarding incident Horizon Home Care will follow its Safeguarding Adults Policy.

### **Investigation Procedure.**

The investigator once in possession of the complaint will:

- Contact the complainant in order to interview and gather any further information about the complaint to include any evidence they may have to back up their complaint such as visit logs, witnesses or items of interest. The client will be fully involved in the complaint and its outcome. If the complaint is continuous, unresolvable or appears to be vexatious our vexatious complaint policy will be adopted.
- The investigator will then prepare an interview for the person(s) the complaint is being made against. The interview will be prepared to take into account their statement and version of events.
- All and any witnesses that have been named who can provide evidence for either the complainer or the person being accused will be interviewed with specific questions relating to the incident.



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- The results will be fashioned into a report and presented to the registered manager who will judge the next course of action. If those actions proceed to disciplinary then that procedure would then be adopted.

### **Horizon Home Care Duty of Candour**

Horizon wishes to have an open and transparent way with relevant persons in relation to care and treatment provided to our clients in carrying on a regulated activity.

Horizon will through the medium of email, letter and telephone calls as well as one to one meetings as and when needed, keep the client informed and up to date with their complaint. All information to the client will be in clear English and Jargon free, focusing on the nature of the complaint and the outcomes that will be reached.

Horizon Home Care will ensure that the client is informed and is part of the process by:

- providing an account, which to the best of Horizon's knowledge is true, of all the facts Horizon knows about the incident as at the date of the notification.
- advise the client what further enquiries into the complaint and what actions Horizon will take to resolve the outcome.
- issue an apology in the form of a letter which a copy will stay on the clients file.

### **Complaints which are Not Satisfied**

We at Horizon Home Care aim to deliver to the best of our ability as human beings a first-class service to our clients. Therefore we sincerely hope that any complaints a client has made can be resolved within our organisation.



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However for whatever reason if after a period of 28 days allowing Horizon Home Care to carry out their investigations the complainant is not satisfied with the outcome of the investigation and the subsequent actions taken by Horizon Home Care to address their complaint, then they can contact the local Government Ombudsman.

### **Adult Social Care**

#### **Local Government Ombudsman**

**Tel: 0300 061 0614**

e-mail: [www.lgo.org.uk](http://www.lgo.org.uk)

For clients and their families who make serial complaints our **VEXATIOUS AND SERIAL COMPLAINANTS** policy will be implemented when all attempts of resolving a complaint has been unsuccessful. The policy states that after reasonable attempts to resolve the matter have been exhausted no further attempts will be made; however further complaints will be documented and recorded. Horizon Home Care will always endeavor to deal with complaints but if unresolvable the client will be advised of their rights and options to source their care elsewhere if they so choose to do so. Horizon Home Care may look to end the contract with the client if the complainer is putting the company into disrepute with no evidence for the complaint can be established. Horizon Home Care recognises that all circumstances are different and such decisions will be carried out on a case by case basis. Horizon Home Care will also advice the client to contact other professionals for support and further advice.

#### **Further points of contact for additional support**

Bournemouth Care Direct: Tel: (01202) 454979  
Adult & Community Support  
Town Hall  
Bourne Avenue  
Bournemouth. BH2 6DY.



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Adult Social Services  
The Borough of Poole  
Civic Centre,  
Poole  
Dorset. BH15 2RU.

Tel: (01202) 633600

Dorset County Council

Tel: (01305) 221000.

[www.dorsetforyou.com](http://www.dorsetforyou.com)

## Outcomes of complaints

Horizon Home Care feels it is always learning from its mistakes and each outcome that is had from a complaint is implemented and sometimes results in changes to Horizon Home Care's policy, procedure and training to ensure that the mistake isn't repeated.

The outcome and the measures put in place to answer to the complaint and to ensure a similar complaint doesn't occur again, is then discussed in supervisions and staff meetings in order that all are aware of what the outcome is and how it is being implemented.