

Comments, Complaints & Compliments

Pennine believes that if a student or someone with a justifiable interest in advocating on a student's behalf wishes to make a comment, register a complaint or pass on a compliment, they should find it easy to do so.

We believe that that this should also apply for someone who is a Pennine co-worker, a Pennine volunteer, or visiting Pennine.

It is the Pennine's policy to welcome comments, complaints and compliments and to 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 comments and compliments are made by service users, their relatives and care workers, are taken seriously.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is not part of the company's disciplinary policy.

Pennine believes that failure to listen to or acknowledge comments, complaints or compliments may aggravate a situation, lead to dissatisfaction and possible litigation. Pennine supports the concept that most complaints, if dealt with early, openly and honestly, can be sorted at a local level between the complainant and the company. If this fails, the complaint will be referred where appropriate to the Care Quality Commission.

Aim

The aim of Pennine is to ensure that its Complaints & Compliments procedure is properly and effectively implemented and that students feel confident that their complaints or compliments are listened to and acknowledged. They should be listened to and their observations acted upon promptly and fairly.

Goals

The goals of Pennine are to ensure the following:

- Students, their representatives and informal Carers are always aware of how to complain and that Pennine provides easy to use opportunities for them to register their complaints
- A named person will be responsible for the administration of the procedure
- All comments will be acknowledged and where appropriate, acted upon

- All complaints will be resolved to the satisfaction of the complainant in the shortest possible time
- All compliments will be recorded and passed on to the individual or individuals whose actions have given rise to the compliment

Standards

1. Every complaint will be acknowledged within three working days.
2. An update on progress of investigations will be provided every 7 days
3. Investigations into complaints are held within 28 days
4. All complaints are responded to in writing by Pennine
5. Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they cause to both staff and service users

Any comment or complaint which may indicate any form of abuse towards students or staff must be notified to one of the Pennine's two Safeguarding Coordinators immediately.

Complaints can also be referred to the Care Quality Commission (CQC).

CQC Yorkshire and Humber Region
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel 03000616161 fax 03000616171 enquiries.yorkshirehumberside@cqc.org.uk

Once your complaint has been fully dealt with by Pennine, if you are not satisfied with the outcome you can refer your complaint to the Local Government Ombudsman (LGO) and ask for it to be reviewed. The LGO provides a free, independent service.

The LGO Advice Team can be contacted for information and advice, or to register your complaint:

T: 0300 061 0614 E: advice@lgo.org.uk W: www.lgo.org.uk

The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.