



COMPLIMENTS, CONCERNS AND COMPLAINTS INFORMATION FOR CUSTOMERS

What our customers can expect

At Bluebird Care we listen to feedback about our services and take any concerns seriously. We look into all complaints and tell customers what we find. Where there are shortfalls we take prompt action to put this right.

Please let us know if you would like a copy of this information on 'Compliments, concerns and complaints' in an alternative language, Braille or in large print.

Our approach to compliments, concerns or complaints

At Bluebird Care we welcome all of your comments, whether these are concerns, complaints or compliments. Compliments help us to know what we are doing well. We tell our staff about compliments we receive.

We are committed to providing you with excellent quality. We make every effort to achieve this; however, if something is not good enough, we want you to tell us so that we can improve our services.

Concerns or complaints may be about a delay, an unreliable or poor standard of service, discourtesy or a failure to talk to you about how your care and support is carried out.

So please let us know if:

- You think we have not done something well enough;
- We have not done something that we said we would do;
- You are not satisfied with a particular service that we provide.

We understand that it might be difficult for you to complain because you may be worried that this could affect your service. Please be assured that we will take your complaints or concerns seriously and will never treat you differently because you have made a complaint. It is your right to complain and our opportunity to learn from you.

You may choose to make a complaint anonymously; however, this may limit our ability to look into your concerns properly. Also we will not be able to tell you what we do find out.

What to do if you have a concern or wish to make a complaint

You (or your family/friend/advocate) can raise a concern or make a complaint either in writing (including email) or by phoning or calling into our offices.

Address: Bluebird Care North Hampshire 17 Plantagenet House, Kingsclere Park, Kingsclere, Berkshire RG20 4SW

Telephone number: 01256 762324 Out of hours' number: 07767 160794

E mail: northhampshire@bluebirdcare.co.uk

If you need help to make your complaint we will offer you support. We can give you information about local advocacy services. An advocate will support you to express your views.

Alternatively, you may wish to ask someone to help you such as a friend, relative, MP, Councillor, someone else that you trust or a voluntary/council agency. We can also arrange for you to communicate with someone in sign language.

How we will deal with your concern or complaint

We will always:

- Be sensitive and listen carefully to your concerns;
- Discuss the nature of your concerns with you and decide what needs to happen;
- Record your concern or complaint and the action that we take.

If your concern can be resolved through a telephone call, then we will do this without delay. For example, your care worker who is usually punctual has not arrived on time. However, if you tell us something more serious or make a formal complaint, we may need to carry out a full investigation. In these cases we will:

- Acknowledge your complaint in writing within 2 working days and tell you how we will look into it, the name of the person who will be dealing with your complaint and when you can expect to know the outcome.
- Investigate your complaint thoroughly and impartially without delay. This may include looking at our records or talking to your care worker if the complaint is about them.
- If other agencies are involved we may need to talk to them. If we think that you may be at risk from abuse then we may need to refer the matter to the Adult Social Services Department and notify the regulator for adult social care; the Care Quality Commission. In most cases we will ask your permission first. Sometimes we may need to pass on information about you if we believe that a criminal offence may have been committed or if you are at risk, but are not able to understand this.
- When we have looked into your complaint, we will write to you to tell you what we have found and what we will do to put things right. You will usually receive this report within 15 days (20 days for Scotland) from making your complaint. If your case is more complex case this may take up to a month. You will have up to ten working days to tell us if you are satisfied with our response and to make any comments.
- We will keep you advised of progress relating to your complaint on at least a weekly basis. In exceptional circumstances there may be slight delays. In these cases we will try and agree a longer time frame with you.
- If your complaint relates to poor performance or conduct by a care worker then this is likely to be managed under our staff disciplinary procedures. We are happy to provide you with a copy of this procedure upon request.

Getting help to take your complaint further

If you are unhappy about the way we have dealt with your complaint, you may wish to take the matter further. You can:

Tell the regulator for adult health and social care if you think that our service may be in breach of its statutory duties. The regulator will look into cases where the provider of services may be failing to comply with essential standards of quality and safety:

The Care Quality Commission for England.

CQC National Customer Service Centre. Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA.

Telephone: 03000 616161

Email: complaints@cqc.org.uk

- Contact your Local Authority Social Services Department (if you receive help with funding towards your care):
 Hampshire County Council Adult Services
 The Castle
 Winchester
 Hampshire
 SO23 8UD
 0300 555 1386
adult.services@hants.gov.uk
- Ask the Local Government Ombudsman to investigate the matter on your behalf. The ombudsman will investigate cases of maladministration. It cannot look into the decision made by us, but can look into the way in which a decision was reached. This service is free of charge and is available to customers who fund their own care as well as customers who receive funding from their local authority. Please be aware that the ombudsman will check that Bluebird Care (and the local authority for customers who receive help with funding) has had a fair opportunity to deal with your complaint first.
 The Local Government Ombudsman (LGO)
 Advice Line: 0300 061 0614.
 Website: www.lgo.org.uk
- Obtain further advice and information from the United Kingdom Home Care Association. Bluebird Care is a member of this trade association.
 The United Kingdom Home Care Association,
 Group House, 2nd Floor, 52 Sutton Court Road,
 Sutton, Surrey. SM1 4SL.
 Telephone: 020 8288 5291
 Email: helpline@ukhca.co.uk Website: www.ukhca.co.uk.

What we will do with the information from concerns and complaints.

We want to learn from all concerns and complaints. Therefore we will use information about service failures to improve the way that we work.

All complaints and concerns received by Bluebird Care will be recorded and stored securely and confidentially. These records will be available to the regulatory bodies when they carry out their inspections to check that we are meeting the regulations.