



Delivering Quality Healthcare

Policy Title:	Complaints, Suggestions and Comments Policy: 12	Date implemented or date of last review:	10/05/2020
CQC KLOE Reference:	Responsive	Date of next review	09/05/2021

1. GENERAL POLICY

- 1.1. KOPE-MEDICS will ensure that all our Clients are aware of this policy and they or their representative understand how to make a complaint.
- 1.2. It is our policy that all comments, suggestions and complaints are dealt with quickly and effectively. All complaints are treated sensitively, considering the individual circumstances.
- 1.3. We shall make every effort to provide the best possible service. However, there may be occasions when people are not happy with the service and therefore we recognise the right of all Clients, relatives, representatives to inform us of any problems or complaints (however small) which will be listened to and acted upon.
- 1.4. We will ensure that Clients or those acting on their behalf who make a complaint are treated in a manner that respects their human rights and diversity in a fair and equal manner. The client will be supported to make a complaint using their preferred communication method.
- 1.5. Where Clients lack confidence or capacity to make a complaint, they are supported by staff in a sensitive manner to follow the complaints procedure.

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Complaints from people acting on the Clients behalf will be treated with the same respect as if they had come from the Client.

- 1.6. We will make every effort to resolve complaints to the complainant's satisfaction unless the complaint cannot be upheld or is outside our remit or our responsibility.
- 1.7. We are always looking to improve our services and promote a no blame culture. All comments, suggestions, or complaints regardless of how small they may appear will be treated seriously and used to improve the service offered.

2. HEALTH AND SOCIAL CARE ACT 2008 (REGULATED ACTIVITIES) REGULATIONS 2014: REGULATION 16

- 2.1. The intention of this regulation is to make sure that people can make a complaint about their care and treatment. To meet this regulation providers must have an effective and accessible system for identifying, receiving, handling and responding to complaints from people using the service, people acting on their behalf or other stakeholders. All complaints must be investigated thoroughly, and any necessary action taken where failures have been identified.
- 2.2. Any complaint received must be investigated and necessary and proportionate action must be taken in response to any failure identified by the complaint or investigation.
- 2.3. The registered person must establish and effectively operate an accessible system for identifying, receiving, recording, handling and responding to complaints by service users and other persons in relation to the carrying on of the regulated activity.
- 2.4. The registered person must provide to the Commission, when requested to do so and by no later than 28 days beginning on the day after receipt of the request, a summary of
 - a. Complaints made under such complaints system,

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- b. Responses made by the registered person to such complaints and any further correspondence with the complainants in relation to such complaints, and
- c. Any other relevant information in relation to such complaints as the Commission may request.

3. PRINCIPALS AND GOALS

- 3.1. KOPE-MEDICS are committed to the six principals of good practice in the management of complaints, as identified by the Health Services Ombudsman:
 - a. Getting it right
 - b. Being customer focused
 - c. Being open and accountable
 - d. Acting fairly and proportionately
 - e. Putting things right
 - f. Seeking continuous improvement
- 3.2. The goals of our complaint's procedure are to:
 - a. Take a flexible approach towards handling individual complaints which focuses on the needs and wishes of the people involved.
 - b. Keep the procedure simple so that it is much easier for people to share experiences and for service to respond.

4. COMPLEMENTING OUR SERVICE

- 4.1. Compliments are valuable, welcome and important and when they are received, either verbally or in writing, they will be recorded.

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- 4.2. Compliments enable KOPE-MEDICS Ltd to
 - a. Understand that our service is being provided to the carers' satisfaction
 - b. Provide positive feedback to our staff
 - c. Influence our agency and service development
 - d. Inform our quality assurance programme

5. COMPLAINING ABOUT OUR SERVICE

- 5.1. KOPE-MEDICS Ltd recognises that there will be times when our staff and the management make mistakes or get things wrong. To learn from such mistakes, we need to know about them and encourage people to comment or complain. Such comments or complaints will always be taken seriously, recorded, and responded to.

6. PROCEDURE FOR RESOLVING COMPLAINTS

Who Can Use This Procedure?

- 6.1. This procedure is for anyone who meets KOPE-MEDICS management and staff.
- 6.2. By anyone we mean clients – carers, practitioners, people with care needs, other voluntary groups, statutory agencies and any other member of the public.
- 6.3. You may have the assistance of a friend or someone else to help you with any or all of the stages of this complaint's procedure.
- 6.4. If you wish to follow this procedure and complain about an aspect of our service, this will NOT affect any services you receive, or wish to receive, from KOPE-MEDICS Ltd.

7. THE PROCEDURE

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- 7.1. We hope that most of complaints can be resolved informally by speaking directly to the person or persons involved. This can be done either by telephone or in a face to face meeting. All complaints will be recorded at this stage on our feedback form.
- 7.2. If the complaint is resolved at this stage, you will receive a letter outlining the issue and the decisions reached and agreed. If, however, informal resolution is not possible the complaint can be escalated.

8. MAKING A COMPLAINT

Raising informal concerns

- 8.1. We recognise that many concerns will be raised informally and dealt with quickly. Our aims are to:
 - a. resolve informal concerns quickly.
 - b. keep matters low-key.
 - c. Enable mediation between the complainant and the individual to whom the complaint has been referred.
- 8.2. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed. Informal concerns can be expressed to KOPE-MEDICS in many ways. They can be raised as:
 - a. Questions
 - b. Suggestions
 - c. Feedback requests for information or,
 - d. Comments and complaints.
 - e. KOPE-MEDICS encourages clients, their relatives and carers to bring their concerns openly to us
 - f. In person, on the phone,
 - g. Email or in writing

9. UPON RECEIPT OF A COMPLAIN

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- 9.1. KOPE-MEDICS ensure that all complaints are formally acknowledged within 5 working days. All efforts will be made to resolve the complaint within 15 working days. It is preferable that the details of complaints should be received in writing. However, in the situation of receiving a verbal complaint we will ensure that this is recorded and acknowledged.
- 9.2. KOPE-MEDICS will offer complainants assistance in formulating and documenting their complaint in these circumstances.
- 9.3. In the event of the complaint being against a member of staff, KOPE-MEDICS we ensure that the staff is fully informed of the complaint and is entitled to receive a copy of the complaint.
- 9.4. The staff will be invited to respond to the complaint and state their version of events.
- 9.5. This must be completed and submitted in writing within 7 days of the complaint being logged with KOPE-MEDICS Ltd. This Statement of Events may be shared with the complainant.
- 9.6. When we receive a complaint, or are notified of any other matter, which might call into question the conduct of a member of staff, we have a duty to investigate and take such other action as we may consider necessary until we have sufficient information to resolve the issue to our satisfaction.
- 9.7. Where necessary, KOPE-MEDICS will immediately exclude the staff from its register whilst an investigation is in progress.
- 9.8. KOPE-MEDICS will keep complainants informed on the complaint's progression and any delays in the process, giving reasons and an anticipated response time.
- 9.9. During the dealing of a complaint, KOPE-MEDICS will ensure that the level and quality of the service provided to the client continues and there is no adverse effect on the service provided.
- 9.10. It is the responsibility of KOPE-MEDICS to refer staff to their regulatory authority where there are concerns about their fitness to practice, in the event of malpractice or concerns about their health.

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9.11. Where there is evidence of malpractice or the complaint is an event that requires notification, KOPE-MEDICS will immediately notify the relevant regulatory authority, The Police, Protection of Vulnerable Adults and where applicable alert the staff professional body as appropriate.

Below are the contact details to report a complaint.

Our Complaints address is:

KOPE-MEDICS INT'L LTD,

Unit 41, St Olav's Court

City Business Centre,

25, Lower Road, London

SE16 2XB.

Tel: 0203 7450470 Mob: 07846564792

Email: Info@kope-medics.com

CQC NATION CUSTOMER SERVICE'S ADDRESS:

City gate

Gallowgate

Newcastle Upon Tyne

NE1 4PA

Telephone: 0300 061 6161

10. MENTAL CAPACITY

10.1. Family members or Representatives of Clients who suffer from mental incapacity who are not satisfied with the outcome of their complaint may at any stage contact the Local Authority Social Care Service or the Care Quality Commission at the above addresses.

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