

**The Shires Post 19  
Millfield House  
13 Back Lane  
Colsterworth  
01476 860 270**

# **Complaints Procedure**

Status: Compulsory  
Audience: Parents/Carers  
Young people, residents  
Local Authorities  
Staff  
Directors  
Admission Pack

reviewed and updated March 2012 by Marina Gough  
reviewed and updated May 2013 by Charles Tosan  
reviewed and updated April 2014 by Phil Faulkner  
reviewed and updated March 2016 by Dulcie Williams  
reviewed and updated June 2017 by Webster Mugadza  
Reviewed and updated March 2018 by Mandy Pickersgill  
Updated June 2018 by Lucy Ward  
Updated July 2018 by Mandy Pickersgill  
Updated April 2019 by Lucy Ward  
Updated October 2019 by Mandy Pickersgill

## 1. Aims of the complaints procedure

The Shires at Millfield is committed to delivering the best possible care and developmental support to the people in its care. The staff and management are accountable to the residents, their parents, placing authorities and the local community in delivering services of the highest standard.

From time to time things may not run as smoothly as they should and sometimes misunderstandings occur. Left unresolved a small difficulty can become a serious issue, which is something we all want to avoid. It is very important that any concerns are raised as quickly as possible. Most complaints can and should be dealt with immediately, as it is often very difficult to make a judgement on a matter some weeks later. We invite and encourage parents, residents, placing authorities and any external organisations or persons who have contact with our people or the home to come forward and voice any minor or major concerns about any aspect of our work, so that they can be dealt with effectively.

All complaints will be handled with regard to the following code of conduct:

- all complaints will be dealt with courteously, promptly and objectively
- no-one who is the subject of a complaint will be involved in considering the response to the complaint
- there will be no reprisals or negative words or actions against any person who makes a complaint or asks someone else to raise a complaint on their behalf
- complaints against senior managers of the home will be heard by the proprietor or The Shires' independent complaints advisor
- all complainants will receive a response to their complaint and information about how to pursue it if they are dissatisfied with the outcome or the way the complaint was handled
- written records of all complaints indicating how and when they were resolved will be kept securely and will be monitored on a monthly basis by the Registered Manager - the records will be available for external review by inspectors
- complaints will be treated confidentially except where this would put an individual at risk, when the vulnerable adult's safety must be the first concern - any complaint which alleges any kind of abuse will be dealt with via our Safeguarding Policy in line with Lincolnshire Safeguarding Multi Agency Policy and Procedures. Copies of these documents are available from Millfield House on request.

## 2. What to do if you want to make a complaint

### For residents

Because the majority of people who live at Millfield House have very little verbal, functional language, it is difficult for them to make their views known about issues or people that affect them; an easy to follow complaints procedure is displayed to assist them with making a complaint should they need. Copies of any complaints raised on a resident's behalf by an advocate or Care Professional will be sent to the resident's parent/carer and the placing authority. The complaint will be handled in the same way as outlined in (b) below and a written response will be given to the resident via the resident's parent/carer.

**For parents/carers, placing authorities, or external persons or bodies involved with the resident's care**

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If a complaint is related to a care matter or any of the care staff, the first points of contact are;

Registered Manager Kevin Warley (01476 860270, 07388944969, email [kevin.warley@theshires.org.uk](mailto:kevin.warley@theshires.org.uk))

If a complaint is about any other issues, the contact is the Principal Debra Eason of The Shires (01780 411944)

- a) As a first step you may want to make the relevant manager aware of your concerns verbally, in person or by phone or email. We will make every effort to resolve them through discussion with you. If the matter is resolved satisfactorily at this stage we will log the content and outcome of the complaint and ask you to sign to say you are satisfied with the outcome and the way the issue has been dealt with.
- b) If your complaint is of a more serious nature, you may wish to request a more formal meeting with the relevant person(s). In this case, we will take notes and ask you to sign that they represent the substance of your complaint. The complaint will then be dealt with in the same way as the process to handle written complaints described below.
- c) If the matter is not resolved satisfactorily through discussion, you should put your complaint in writing, making it clear what you feel ought to be done to resolve your concerns. At this stage your complaint should be addressed to the Principal of The Shire Debra Eason.

### **For external bodies who are not involved with the resident's care (such as neighbours, parish council, shopkeepers)**

You should address your complaint to the Manager of Millfield House, Mr Kevin Warley. You can do this by phone, email or in writing. If you want to see Mr Warley in person, please make an appointment via Millfield House 01476 860270.

### **3. How will my complaint be dealt with?**

Formal complaints will be dealt with according to the timetable below. We will:

- acknowledge by letter that we have received your complaint within five working days
- conduct a thorough investigation into the issues you raise, which may involve consulting the staff concerned.
- send you a full written response within 20 working days.
- send a copy of the response to any staff members involved and to parents or placing authorities if appropriate.

#### **4. What if I am not satisfied with the outcome or the handling of the investigation into my complaint?**

If you feel that your complaint has not been resolved satisfactorily through the above process or if you are not satisfied with the way in which your complaint has been handled, you should write to the proprietor (the responsible individual is Robbie Burke) at

Acorn Care and Education  
1 Merchant Place  
River Street,  
Bolton,  
BL2 1BX  
Tel: 01204 558038  
Email: [info@acorncare.co.uk](mailto:info@acorncare.co.uk)

The proprietor will investigate the matter further. At this stage The Shires may set up a panel hearing to investigate the complaint and make findings and recommendations.

If the matter is referred for a hearing before a complaints panel, the following arrangements will be made:

- a) the panel may be set up at The Shires or at a venue requested by the complainant within 20 working days of the written notification that the complainant is dissatisfied with the outcome or handling of the complaint under the formal published process
- b) the panel will be made up of at least 3 people who have not been directly involved in the complaint to that point
- c) a person who is independent of the management and running of The Shires will chair the panel
- d) the complainant may attend the panel hearing and may be accompanied by a friend or legal adviser - The Shires may also have its own legal and other advisers present if it deems it necessary.
- e) the panel will make its findings and recommendations known within 20 working days of the hearing - a copy will be given to the complainant, the proprietors, the Principal and the person complained about.

Should the matter still not be resolved, or if we have concerns about the conduct of the complainant, then either party may refer the complaint to the placing authority or the Local Government Ombudsman. Contact details for the Local Government Ombudsman are below:

Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH  
Telephone: 0300 061 0614  
Text 'call back' to: 0762 480 3014  
Website: [www.lgo.org.uk](http://www.lgo.org.uk)

In such circumstances the Principal will be required to send copies of all correspondence between the complainant and The Shires to the Ombudsman who will undertake further investigations and will respond directly to the complainant.

## QQ03 – Complaints Procedure

You can also share your experience with the Care Quality Commission but they do not investigate or settle individual complaints. Instead they will use your feedback when undertaking inspections and can use their regulatory powers to improve the service in future.

CQC National Customer Service Centre  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Tel: 03000 616161  
[www.cqc.org.uk](http://www.cqc.org.uk)

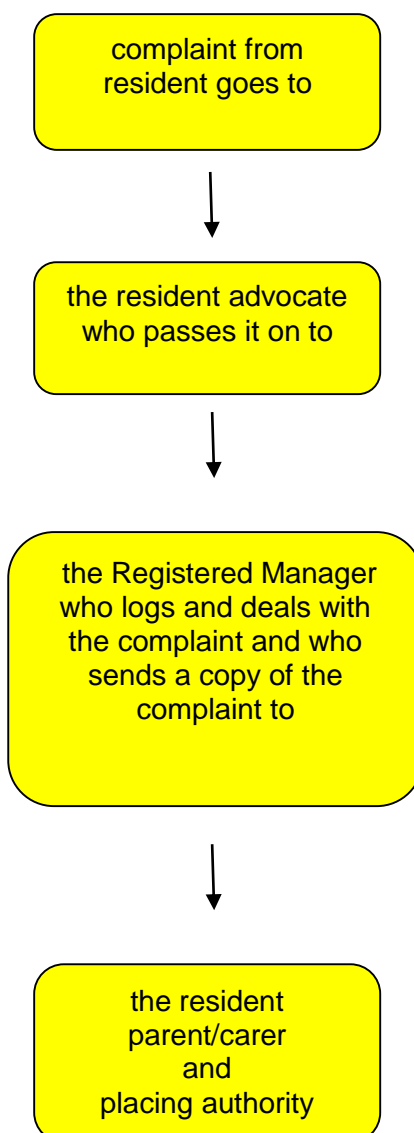
## Appendix One

Record of complaints received by The Shires Post 19:

December 2013 – April 2014	2 complaints received
April 2014 – March 2015	No complaints received
March 2015 – March 2016	2 complaint received
April 2016 – March 2017	3 complaints received
April 2017 – March 2018	1 complaint received
April 2018 – March 2019	1 complaint received

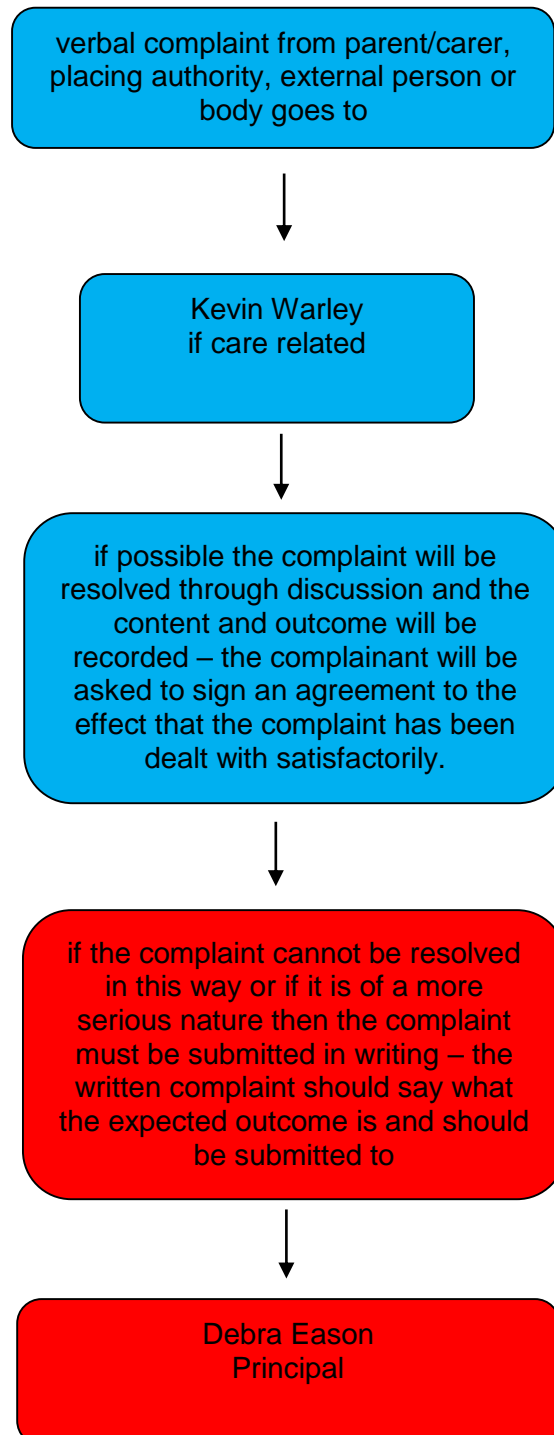
## Appendix Two

flow chart showing how a complaint from a resident will be handled:



QQ03 – Complaints Procedure

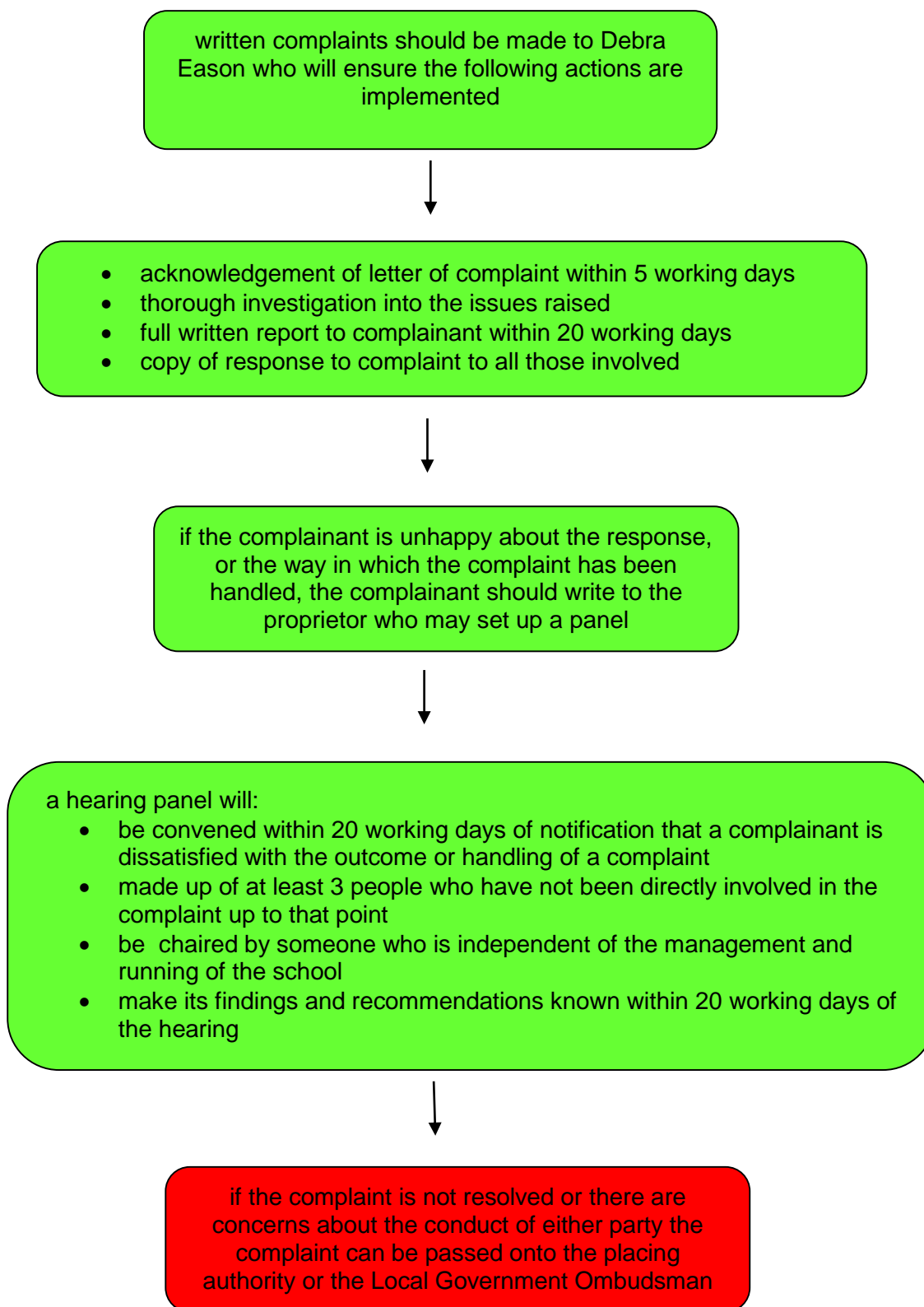
flow chart showing how a verbal complaint from a parent, placing authority, external person will be handled:





## QQ03 – Complaints Procedure

flow chart showing how a written complaint from a parent, placing authority, external person will be handled:





## Making a complaint.



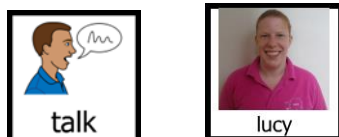
If you are unhappy or frustrated about your care at The Shires Post 19, Millfield House, you can raise your concerns



At the house meetings



Talk to Kevin



Talk to Lucy



Talk to Scott



Or write a letter to the Registered Manager, Kevin.