

# KENT SHARED LIVES

## Policies & Procedures

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### (8) Complaints and Concerns

It is the policy of Kent Shared Lives to respect each individual's right to express a concern or complaint about Shared Lives, to respond to such concerns by investigating them fully, speedily and fairly and to take any necessary rectifying action. Shared Lives regards complaints positively and as an opportunity to review service provision. This policy relates to complaints made by a Shared Lives host, a placed individual or a person acting on behalf of the placed adult.

1. Shared Lives will ensure that individuals and their families and/or representatives and hosts are aware of and have a copy KCC's information for expressing concerns and/or making a complaint and will provide a copy in an appropriate language and format.
2. Shared Lives will ensure that any complaint is fully investigated and will in the case of individuals support them to express their views and/or make a complaint by facilitating access to the allocated social worker or placing social work team, local independent advocacy, interpreters or communication support workers where necessary.
3. Shared Lives will ensure that individual and hosts are aware that they may refer a complaint to the Care Quality Commission (CQC) at any stage of the procedure and be provided with information on how to refer a complaint to the Commission. The details of the regional CQC office:  
*Care Quality Commission South East,*  
*Citygate, Gallowgate,*  
*Newcastle Upon Tyne,*  
*NE1 4PA,*  
*Tel:03000 61 61 61*  
*e-mail address [enquiries.southeast@cqc.org.uk](mailto:enquiries.southeast@cqc.org.uk),*  
*website [www.cqc.org.uk](http://www.cqc.org.uk).*
4. Shared Lives will treat all complaints confidentially and information relating to them will only be given to other parties on a 'need to know' basis and in accordance with the Shared Lives policy on confidentiality.
5. Shared Lives will act to protect the best interests of the individual and/or hosts at all stages of the investigation and procedure and will ensure individuals and hosts have access to independent advice.
6. Where relevant and possible, Shared Lives will seek to resolve concerns/complaints at an informal level by discussion and negotiation with the parties and the appropriate representation involved.
7. Where the complaint relates to an employee of Shared Lives, the Shared Lives or organisation's disciplinary and grievance procedure for members of staff will be implemented, if required.

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8. Where a concern or complaint relates to suspicion or evidence of abuse or neglect of an individual, Shared Lives will initiate the local policy and procedure for the safeguarding.
9. Where a complaint is made and it cannot be resolved at an informal level, Shared Lives will:
  - 9.1. clarify the nature of the complaint with the complainant, advise them of the timescale within which an investigation will take place and investigate the complaint thoroughly and fairly
  - 9.2. inform any person complained about of the nature of the complaint and arrange a meeting with them and the Shared Lives manager within 7 days of receipt of the complaint to clarify any initial action to be taken and the timescale for the investigation
  - 9.3. ensure that any Shared Lives host complained about has a source of impartial advice and support
  - 9.4. on completion of the investigation and no later than 28 days following receipt of the initial complaint inform the complainant and any person complained about of any action that is to be taken and confirm this in writing.
10. Shared Lives will keep a record of all complaints received, detailing any investigation and actions taken and make this available to the CQC on request.
11. Where a complaint is made against a Shared Lives host the following additional measures will apply and Shared Lives will:
  - 11.1 Where necessary, draw up an agreement for the host to undertake action to rectify any identified problems within an agreed timescale;
  - 11.2 Monitor and support the host's progress on the required action and unless achieved within the timescale, present a report to the Shared Lives panel;
  - 11.3 Ensure the host is aware of his/her right of appeal against any decision made by the independent panel against him/her and the procedure for making that appeal;
  - 11.4 Ensure the host is aware of his/her right to complain about any aspect of the implementation of the complaint's procedure that s/he feels has been unfair and the procedure for making that complaint
  - 11.5 Ensure that throughout the investigation of a complaint against a host, it will continue to offer support to the host by:

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- a. Informing and advising the host and the adult and/or his/her representative of the processes of the investigation and approximate timescales involved and
  - b. Continuing to provide contact with the host's usual Shared Lives worker and where this is not appropriate, with a replacement neutral Shared Lives worker or appropriately identified external support worker.
12. Where a complaint is made against a host and following conclusion of the investigation, Shared Lives will hold an additional Shared Lives host review. The review report will be presented to the independent panel for information and any necessary action

### **Duty of Candour (CQC Regulation 20)**

In addition to complaint and concerns the Shared Lives service will aim to ensure that the service is open and transparent with people who use services and other 'relevant persons' (people acting lawfully on their behalf) in relation to care and treatment.

The act expects the Shared Lives service to:

- Make sure it acts in an open and transparent way with relevant persons in relation to care and treatment provided to people who use services in carrying on a regulated activity.
- Tell the relevant person, in person, as soon as reasonably practicable after becoming aware that a notifiable safety incident has occurred and provide support to them in relation to the incident, including when giving the notification.
- Provide an account of the incident which, to the best of the provider's knowledge, is true of all the facts the body knows about the incident as at the date of the notification.
- Advise the relevant person what further enquiries the provider believes are appropriate.
- Offer an apology.
- Follow up the apology by giving the same information in writing, and providing an update on the enquiries.
- Keep a written record of all communication with the relevant person.

Leaflet: [Guide to making a complaint](#)

Leaflet: [Guide to making a complaint - Easy read](#)

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Information: [KCC compliments and complaints](#)  
[CQC - Duty of Candour](#)