

# Complaints

## **“We welcome your views”**

This procedure can be made available in other languages and formats on request. Please speak to the Home Manager, or contact Quantum Care Limited, Freepost, Welwyn Garden City, Herts, AL7 1BR

## **At Quantum Care we seek to provide a high standard of care in our services for older people.**

Our customers' views are important to us and help us to ensure our services are consistently meeting people's needs. If you are dissatisfied with any of our services we need to know. Quantum Care assures you that the service users and their families will not be victimised or have their services withdrawn/reduced for making a complaint in good faith. If a complaint alerts us to possible abuse or neglect of service users we always forward details to the Local Safeguarding Authority (LSA) who then co-ordinate the investigation and monitor outcomes. Quantum Care co-operates with Adult Community Services if needed in respect of complaints, investigations and resolution. Additionally, Quantum Care will take appropriate action where our staff may have been directly at fault.

## **This leaflet sets out how to make a suggestion for improvement and how to complain about our services.**

### **If you wish to make a suggestion**

Often people feel happier about making a suggestion for improvement rather than entering into a more formal complaint. Anyone receiving services and their friends and family may make a suggestion at any time. We have feedback / suggestion boxes in the reception areas of all Homes.

### **Who to contact**

In the first instance you should speak to the Home Manager or any member of the Home's Senior Team.

### **What will happen?**

This will depend on the nature of your comments, but any action required will be communicated to you if you provide your contact details.

### **If you wish to complain**

We accept complaints from anyone receiving a service from Quantum Care. We will also accept complaints from a representative acting on a service user's behalf. If a service user needs the assistance of an advocate, we can help to arrange it. For our service users in Hertfordshire, Age UK provide a free and independent advocacy service. They can be contacted on **0300 345 3446** (local rate). For service users in other counties, please ask the Home Manager for local contacts. We will also endeavour to provide interpreters if required.

## **We have a three-stage process for complaints:**

### **Stage 1**

#### **Who to contact**

You should first bring your concerns to the attention of the Manager of the Home or service that you are receiving, as all complaints will be dealt with by the Home Manager in the first instance. Complaints may be made by telephone, email, personal visit or letter. If the complaint concerns the Home Manager you should contact the Home's Regional Support Manager at our Head Office. The contact details appear below. The complaint will then be investigated by a member of the Care Home Operations Team.

#### **What will happen?**

The service will acknowledge your complaint in writing or in a format accessible to you. The letter will confirm the name of the person investigating your complaint. A report on the outcome will be given both verbally and in writing. Complaints to the Home will usually be dealt with in 10 working days. If it will take longer you will be notified within this timescale of the need to extend the deadline. If you are not satisfied with the outcome of your complaint you can move on to Stage 2 of the complaints procedure.

### **Stage 2**

#### **Who to contact**

The Regional Manager, (of the home you are complaining about) Quantum Care Limited, Freepost, Welwyn Garden City, Herts, AL7 1BR  
Email [info@quantumcare.co.uk](mailto:info@quantumcare.co.uk)  
Telephone No: 01707 393293

Complaints may be made by telephone, email, personal visit or letter.

#### **What will happen?**

The Regional Manager or Regional Support Manager will contact you if your communication is not in writing, to clarify your complaint. An investigation will then be carried out by a member of the Quantum Care Operations Team who was not involved in the Stage 1 investigation. This person will write acknowledging your complaint and will confirm who is investigating the complaint. In most cases we will provide a written response within 20 working days. If it will take longer you will be notified within this timescale of the need to extend the deadline. This will include an account of the investigation, clear findings, and recommendations where necessary. Stage 2 will be a new investigation of the complaint, independent of Stage 1. If you are not satisfied with the outcome of your complaint you can move on to Stage 3 of the complaints procedure.

## Stage 3

### Who to contact

The Complaints Manager, Quantum Care Limited, Freepost, Welwyn Garden City, Herts, AL7 1BR

Email [m\\_elsden@quantumcare.co.uk](mailto:m_elsden@quantumcare.co.uk)

Telephone No: 01707 393293

### What will happen?

The Complaints Manager will write acknowledging your complaint and will undertake the investigation. In most cases we will provide a written response within 20 working days.

**Stage 3 of the complaints procedure is a determination as to whether the procedure has been followed correctly. It will not be an investigation into the issues raised in the complaint itself, unless the complaints procedure is found to have been in-correctly followed.**

### Timescales for making and escalating a complaint and responding to a concluding letter

All complaints must be received within six months of the incident, unless there are exceptional circumstances that have led to the delay. Where a complaint is received more than six months after the incident Registered Managers must consult their Regional Manager for further discussion and a decision about how to proceed with the complaint.

In all instances complainants will receive an outcome letter following the conclusion of the investigation in to the complaint. In the event that the complainant is dissatisfied with the outcome of the investigation they are able to escalate their complaint to the next stage. The complainant must put their ongoing concerns in writing, stating that they wish for their complaint to be taken to the next stage. This letter or email must be received within six months of the date of the prior stage's concluding letter.

### Further Steps (Hertfordshire)

If you are funded by Hertfordshire County Council and your complaint has been through the Stage 3 process, and you wish to escalate the complaint further, you can direct your complaint to Hertfordshire County Council. The contact details of the Council complaints team is:

### ACS Complaints Manager

Health and Community Services (SFAR210)

Farnham House, Six Hills Way, Stevenage, SG1 2ST

Telephone No: **01992 556685** - [ACS.Complaints@Hertfordshire.gov.uk](mailto:ACS.Complaints@Hertfordshire.gov.uk)

Complaint forms are available. A form can be posted to you or accessed via Hertfordshire County Council's website [www.hertfordshire.gov.uk/complaints](http://www.hertfordshire.gov.uk/complaints)

### **Further Steps (Bedfordshire)**

If at any stage you are not happy you can refer your complaint to Adult Care Services. This can be emailed to:

[Regional.ContractMonitoring@centralbedfordshire.gov.uk](mailto:Regional.ContractMonitoring@centralbedfordshire.gov.uk).

Telephone No: 0300 300 6077 or 0300 300 4995

### **Further Steps (Essex)**

If at any stage you are not happy you can refer your complaint to The Essex County Council Complaint Team for Adults. This should be addressed to:

#### **The Complaints Officer**

Adult Health and Community Wellbeing

Essex County Council, County Hall

Chelmsford, Essex, CM1 1LX

Telephone No: 0345 603 7630

Complaint forms are available online via Essex County Council's website:

[www.essex.gov.uk](http://www.essex.gov.uk) Or email: [complaintsofficer.socialcare@essex.gov.uk](mailto:complaintsofficer.socialcare@essex.gov.uk)

Whether you are funded by a Local Authority, or you are a Private funder, you also have the right to take your complaint to The Local Government and Social Care Ombudsman (LGO)

The Local Government and Social Care Ombudsman can be contacted at:

**Telephone: 0300 061 0614**

#### **Post:**

**PO Box 4771, Coventry, CV4 0EH**

**Internet: [www.lgo.org.uk/make-a-complaint](http://www.lgo.org.uk/make-a-complaint)**

N.B. The Local Government Ombudsman cannot consider your complaint if it has not been dealt with by Quantum Care first. Also, they are not able to consider complaints where the complainant is instigating legal proceedings.

Even though the Care Quality Commission cannot investigate an individual complaint their role is to develop and improve services. You may inform them of your complaint for information purposes at any time. They can be contacted at:

#### **Care Quality Commission**

**National Correspondence, Citygate**

**Gallowgate, Newcastle upon Tyne, NE1 4PA**

**Telephone: 03000 616161**

**Internet: [www.cqc.org.uk](http://www.cqc.org.uk)**

**Quantum Care expects the highest standards of conduct from all its employees and will treat seriously any concern that a customer may have.**

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