



hummingbird care

Complaints Handling Procedure

1. Introduction

We always aim to provide a high standard of care in all our services. Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services, it is important that you let us know.

If a complaint alerts us to possible abuse or neglect, we will tell the Council's adult safeguarding team. The safeguarding team will decide how to investigate and monitor outcomes.

2. Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, and their friends/family, may make a suggestion. First you should speak to the Registered Manager or her Deputy.

Comments or suggestion boxes are available in the reception area if you would rather make your suggestion that way.

If the suggestion is something that Hummingbird Care as a company needs to consider you can send it to our Registered Care Manager, Stephanie Westlake. You can contact Stephanie:

By post: Hummingbird Care, Royston Road, Churchinford,
Somerset TA3 7RE

By telephone: 01823 602776

By email: hello@hummingbirdcare.co.uk

3. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

Hummingbird Care wishes to assure residents and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

4. Who can complain?

Anyone affected by the way Hummingbird Care provides its services can make a complaint. A representative may complain on behalf the affected person if they:

- have died
- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf



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If you are not happy about making a complaint yourself and you do not know somebody who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

5. How you can make a complaint

You can complain:

- in person
- by telephone
- through a member of our staff
- through an advocate or representative
where someone complains orally, we will make a written record and provide a copy of it within 3 working days
- by letter
- by email

6. Anonymous complaints

We deal with anonymous complaints under the same procedure; however, it is better if you can provide contact details, so we can tell you the outcome of our investigation.

7. Responsibility

The Registered Care Manager has overall responsibility for dealing with all complaints made about the service at the home. She will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

8. How we handle complaints

The Registered Care Manager may ask one of the management team at Hummingbird Care to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.



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9. Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

10. Alternative Dispute Resolution

You can also refer your complaint to an Alternative Dispute Resolution body (such as Pro Mediate UK Limited of Brow Farm, Top Road, Frodsham, Cheshire WA6 6SP) which are competent to deal with complaints about Care services should both you and our Managers wish to use such a scheme. We agree to use Pro Mediate UK Limited. The timescale for contacting them is 12 months.

11. Further steps

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Local Government and Social Care Ombudsman (LGSCO) and ask for it to be reviewed. The LGSCO provides a free independent service. You can contact the Ombudsman at:

By post: The Local Government and Social Care
Ombudsman, PO Box 4771, Coventry CV4 0EH

By telephone: 0300 061 0614

By email: www.lgo.org.uk

NB: The LGSCO will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Hummingbird Care's services are registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers but is happy to receive information about services at any time. You can contact the CQC at:

By post: CQC National Customer Service Centre, Citygate,
Gallowgate, Newcastle upon Tyne NE1 4PA

By telephone: 03000 616161

By email: www.cqc.org.uk

12. Professional Misconduct

If your complaint relates to the conduct of one of our staff who is a Registered Nurse, then you can contact the Nursing & Midwifery Council (NMC). The NMC is the independent regulator for all nurses and midwives in the UK, and nursing associates in England. You have the right to complain free of charge



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to the NMC. Your complaint to NMC should be made within 12 months of the events that gave rise to the complaint or within 12 months of you having knowledge of the events, whichever is the greater. You can contact the NMC:

By post: Nursing & Midwifery Council, 23 Portland Place,
London W1B 1PZ

By telephone: 020 7681 5248

By email: newreferrals@nmc-uk.org

If your complaint relates to the conduct of one of our staff who is a Healthcare Assistant (HCA), HCAs are not currently regulated in the UK. If a resident or member of their immediate family has a complaint about a healthcare assistant working for us, they should raise their concerns directly with the Home via the Registered Care Manager in the manner stated above for her to investigate.

13. Data Protection issues

If your complaint relates to the way we process your personal information, you may complain to the Information Commissioner's Office – please see the accompanying Data Protection Privacy Notice for details of how to contact them.

If You require this Document in an alternative format, for example large print, please ask.