



COMPLAINTS POLICY

Policy Statement

Isle Care strives to ensure that the care that is provided is of a very high quality for our service users. Unfortunately we don't always get things right and we understand that there may be a situation where the service user, relative or carer may wish to make a complaint. We take complaints very seriously and will do everything that we can to rectify the problem in a timely manner. You may feel that you would like to complain about the service that you have received and we would like to make the process easy for you. All complaints will be used to make positive changes to the company and any additional staff training that we feel is necessary will be provided.

Aim

Isle Care takes complaints seriously and we want all of our service users to feel that they will be listened to and that they can have confidence that all concerns will be dealt with in an efficient, sensitive and timely way.

Goals

The goals of Isle Care are to ensure the following:

1. Service users, their representatives and carers are aware of how to complain and that Isle Care provides easy to use opportunities for them to register their complaints.
2. A named person will be responsible for the administration of the procedure.
3. Every written complaint is acknowledged within 48 working hours.
4. Investigations into written complaints are commenced within 5 days.
5. All complaints are responded to in writing by the Company within 28 days. Where there is a delay in responding, the complainant will be advised in writing of the delay.
6. Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to both staff and service users.
7. There will be no retribution for making a complaint.

Isle Care believes that, wherever possible, complaints are best dealt with between the service user and the member of staff involved. If this is not possible a written complaint should be sent to the named complaints managers: Lesa Fox or Hilary Kermeen. We have provided a form that can be filled in which will give the main details of the complaint to enable us to deal

review date June 2021

with it effectively. All new service users will be given a hard copy of the form and an electronic version is available from the website; Isle-Care.com

If you are not satisfied with how your complaint has been handled or resolved you can make a complaint to the Registration and Inspection unit. This may be done by telephone or in writing to:

Registrations and Inspections
Ground Floor
St Georges Court
Hill Street
Douglas
IM1 1EF
Telephone:01624 642422

If the individual or their representatives remains aggrieved, even after (or perhaps the result of) the investigation of a complaint, this can be taken further. Such complaint should be made to the Director of Social Services who will be prepared to assist you in the making of your complaint. The address of the Director of Social Services is as follows:

The Assistant Director of Social Services
Department of Health and Social Security
Social Services Department
Markwell House
Markwell Street
Douglas
Isle of Man.

Telephone: 01624 686189

Complaint Form

Details of Complainant:-

Title

Name

Address

Post Code

Telephone number

E mail address

Names and details of persons involved

Details of Complaint (please use separate sheet if necessary)

Signature of complainant -

Date -

Print name please -