

# Sorting Out Your Problems



## When Things Go Wrong

### *The Consortium Complaints Policy*

The photos in this document are taken from our film on this subject which was made with the individuals we support. The film can be found at <http://bit.ly/1jtrFj7>. Consortium would like to extend a huge thanks to Will, and everyone else involved in its production.





## **Introduction**

This booklet tells you about how we will work with you to sort out your concerns and complaints when things go wrong.

We all have concerns and complaints from time to time; when this happens we want to feel:

- That we are listened to and taken seriously.
- That we have someone who we can trust to help us put things right.
- That we have information about what is happening if other people are involved in our concerns.
- That we are actively involved in solving our concerns
- That something has changed as a result of our complaint.





People tell us about a range of things that they are not happy about:

- People we support, their friends or family members may tell us that they don't like the way they are being treated by the Consortium or one of our staff.
- These people may also be concerned about the behaviour of another person who is getting support, or someone they invite into their home.
- Staff and managers may see things that they think are wrong, or put people at risk.
- They may also consider that they are being unfairly treated by the Consortium.
- Members of the public may also be unhappy if the Consortium or the people we support do things that upset them.





In all of these situations we want people to be able to simply and effectively sort out their problems with help from us.

In this booklet you will find information about how we will help you to sort out your complaints and concerns.

At the back you will find information about other people outside the Consortium who can help you if you are unhappy with something the Consortium has done and want to speak to someone outside the Consortium immediately.



**CSSIW:**

**0300 790 0126**

**Social Services:**

**Neath & PT - 01639 763394**

**Swansea - 01792 637345**



## **I am not happy**

What should you do if you are not happy and have a concern or a complaint?

The most important thing to do is tell somebody you trust so you can get help to sort out your problem.

- Rachael McMullen is our Complaints and Investigations Coordinator. The simplest way to make a complaint is to contact Rachael either by phone, letter or email. You can tell her what you are unhappy about and she will agree with you how you can sort out your problem.

Telephone: 01792 646640

Email: [rachael.mcmullen@communitylives.co.uk](mailto:rachael.mcmullen@communitylives.co.uk)





If you don't want to speak to Rachael talk to a person you trust:

- Maybe a Consortium staff member or manager,
- A Consortium Fair Treatment Advisor,
- A family member or friend,
- A social worker or community nurse,
- Or the Social Services or Care Standards Inspectorate for Wales

There is information about people who can help you at the back of this guide.

These people will listen to your problem, please ask them to help you to talk to the Consortium about your problem.





## How will Consortium help me?

Once you have told someone about your problem, Rachael or another Consortium manager will meet with you and any people you wish to involve. We will agree with you a plan about how we intend to help you to sort out your concerns, this will include:

- A summary of what you are unhappy about.
- What you want to happen to sort this out.
- What the Consortium is agreeing to do to help.

**Making a Complaint**

When you are unhappy about something that has happened concerning Consortium services, you must be able to tell someone about it.

This form helps us to make sure that you know what will happen about your complaint.

**1) About you and your concern**

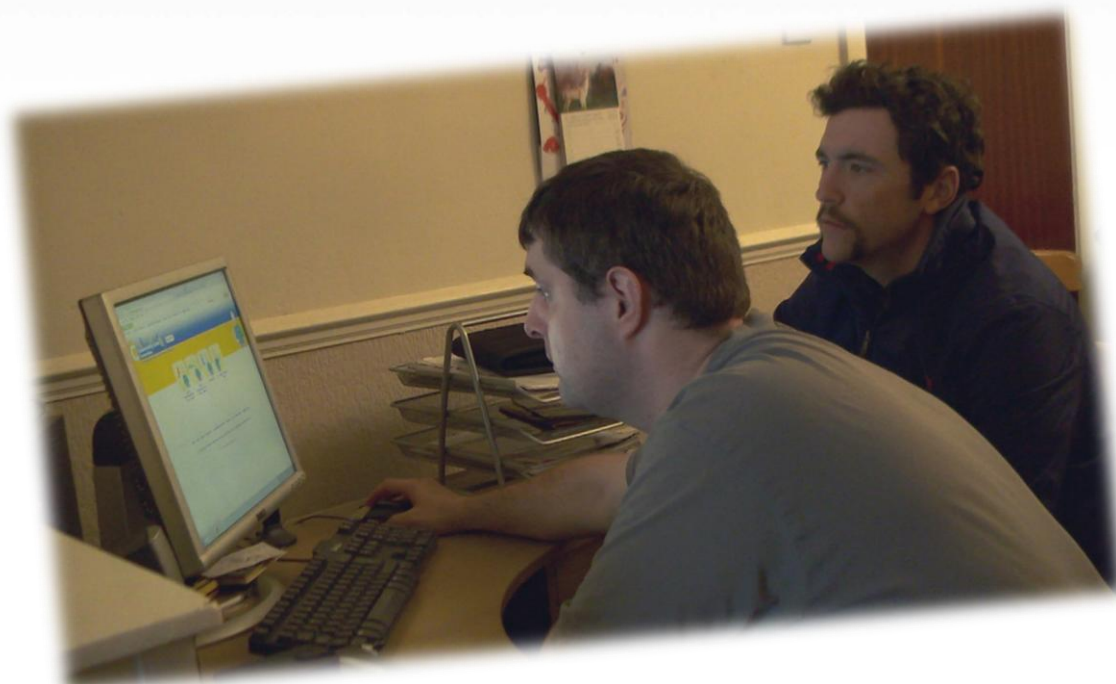
Your name: \_\_\_\_\_

Your Address: \_\_\_\_\_

	I am a Service User. I am unhappy with the Consortium or a staff member of the Consortium.	<input type="checkbox"/>
	I am a Service User. I am unhappy with another Service User or their friends or family.	<input type="checkbox"/>
	I am a family member of friend of a Service User. I am unhappy with the Consortium or a staff member.	<input type="checkbox"/>
	I am a family member of friend of a Service User. I am unhappy with another Service User or their friends or family.	<input type="checkbox"/>
	I am a family member of member of public. I am unhappy with a neighbour or member of public.	<input type="checkbox"/>



- The name of somebody you trust that you want to help you to sort out this problem. We will make sure that they are well informed of what we are doing so they can talk things over with you.
- If you receive support, whether your staff team will be changed while your concern is sorted out.
- People or organisations we will involve with your problem.
- How we will share information with you about things we do to sort out your concern.
- If you do not want the Consortium to help you with your concern, who else we will help you to make contact with.





## Am I safe?

When people express concern, we must make sure that everyone involved is safe especially if they are vulnerable to abuse or unkind treatment.

Many people we support are vulnerable because they may not be able to communicate verbally or may not have the experience or confidence to express themselves when they are being treated badly.

If you are a person we support we will discuss with you, and people who are supporting you, how we will make sure that you are safe. This may mean reporting concerns to the Local Authority Safeguarding team. If a crime has been committed the police will also be involved.

The Safeguarding team will meet to decide what things should happen as a result of your concern, these could mean:

- Your concern could be investigated by people outside the Consortium.
- That the Safeguarding Team has asked the Consortium to investigate your concerns and report back to them.
- The Police could be asked to investigate your concerns.
- New guidelines could be produced about how the Consortium supports you.





## Finding out what has happened?

We will tell you, and people you want to support you, when we have done things we have agreed to.

If we have to stop looking at your concerns for a period of time we will tell you, this might be because:

- The Police have become involved.
- The Safeguarding team has said that they will look into your concerns, or has asked for it to be looked at by somebody outside the Consortium.





- We have decided to take disciplinary action against staff members as a result of your concerns.
- Action needs to be taken with somebody else supported by the Consortium.

We will also meet with you to see if you need further help to sort out your concerns.

- It is very common that people have many questions that come up once people start to explore their concerns, we want to listen to you and to try to answer these questions as they come up.





## **What should be done as a result of my concern?**

We want you to feel that your problem has been really sorted out, this may mean:

- You feel that the thing that you didn't like has stopped, and won't happen again.
- That you are confident that something similar will not happen to other people.
- That you have not become isolated from people you care about or rely on as a result of your concerns.





Once we have done all the things we have agreed in the plan. We will meet with you and ask you:

- If you are satisfied that your concern is sorted out as well as it can be.
- What things you think we should do differently to help sort out people's concerns in the future?
- How we can help you if you feel that relationships have been damaged as a result of your concerns?

If you are not happy about how we have tried to help you with your problem we will tell you about organisations outside the Consortium you can speak to about your concern. These are listed in the back of this booklet.





## What are your rights when you raise a concern?

Community Lives Consortium is registered with the Care Standards Inspectorate for Wales because it provides both care in people's own homes, and also supports people who live in Care Homes.

The Consortium must follow the requirements of the Care Standards Act 2000. This Act requires us to have a Complaints procedure that meets the standards of this legislation.

- We must make sure that the welfare of people we support is safeguarded and their views and wishes are taken into account.
- We must tell you that you can speak to other people outside the Consortium about your concern, we must also tell you about any advocacy groups that can help you with your concerns



### **Your Voice Participation group**



#### **SWANSEA PEOPLE FIRST Peer Health Advocacy Project**

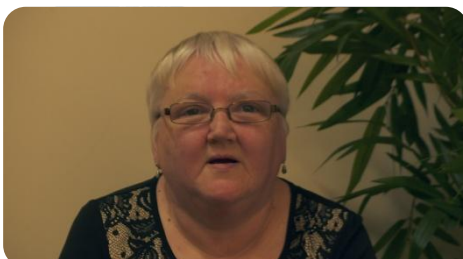
An Organisation of and for People with Learning Disabilities

***GOOD HEALTH FOR ALL!***





- We must keep a written record of your concerns and how we try to sort them out. We must give you a record of what we have done to resolve your concerns.
- We must try to sort out your problem in 14 days. If this is not possible we can agree with you another 14 days if necessary. If we have to stop looking at your complaint while another agency is involved (like the police) we must tell you when we stop. We must also tell you when we can start again when they have finished.



## Who else can help me?

If you are concerned about the quality of support that is being given to somebody supported by the Consortium you can contact:

### Care and Social Services Inspectorate for Wales (CSSIW)



The CSSIW are a department of the Welsh Assembly and are responsible for making sure that the Consortium provides good support to people.

You can tell the CSSIW at any time when you have a concern about the support the Consortium provides.

You can contact the Care and Social Services Inspectorate Wales at:

The Government Buildings, Picton Terrace, Carmarthen, SA31 3BT

Telephone: 0300 790 0126,

E-mail: [cssiw.southwest@wales.gsi.gov.uk](mailto:cssiw.southwest@wales.gsi.gov.uk)

Website: [www.csiw.wales.gov.uk](http://www.csiw.wales.gov.uk)

## Help and advice you can get from Social Services

Swansea and Neath Port Talbot will also help you if you are concerned about something the Consortium has done.

### City and County of Swansea Social Services Department

The Complaints Team, Room 2.2.3, Civic Centre, Oystermouth Road, Swansea SA1 3SN

Telephone: 01792 637345

E-mail: [complaints@swansea.gov.uk](mailto:complaints@swansea.gov.uk)

Website: [www.swansea.gov.uk/complaints](http://www.swansea.gov.uk/complaints)

### Neath and Port Talbot County Borough Council Social Services Department

Port Talbot Civic Centre, Port Talbot, SA13 1PJ

Telephone: 01639 763394

Email: [complaints@npt.gov.uk](mailto:complaints@npt.gov.uk)

Website: [www.npt.gov.uk](http://www.npt.gov.uk)



## Help and advice you can get from other people outside the Consortium

If you don't want to talk to someone at the Consortium, CSSIW or Social Services, you can get help from advocacy or support organisations:

### Your Voice Advocacy



## Your Voice Participation group

22 Cradock Street, Swansea, SA1 3HE

Telephone: 01792 646573

Email: [info@yourvoiceadvocacy.org.uk](mailto:info@yourvoiceadvocacy.org.uk)

Webiste: [www.yourvoiceadvocacy.org.uk](http://www.yourvoiceadvocacy.org.uk)

### Swansea People First



## SWANSEA PEOPLE FIRST Peer Health Advocacy Project

An Organisation of and for People with Learning Disabilities

***GOOD HEALTH FOR ALL!***

22 Cradock Street, Swansea, SA1 3HE

Telephone: (01792) 466866

Email: [info@swanseapeoplefirst.co.uk](mailto:info@swanseapeoplefirst.co.uk)

Website: [www.swanseapeoplefirst.co.uk](http://www.swanseapeoplefirst.co.uk)

### Swansea Participation Service

Swansea Participation Service (SPS),  
4th floor, Sun Alliance House,  
167 St. Helen's Road, Swansea SA1 4DQ

Telephone: 01792 653666

Email: [jenny.davies@mencap.org.uk](mailto:jenny.davies@mencap.org.uk)





If you are a member of staff and feel that you are not being fairly treated you can speak to one of the Consortium Fair Treatment Advisors or a Unison Steward.

### **FTA Contacts:**

Debra Hunkin:	07816 609025
Del Rees:	07816 608566
Emma Shears:	07816 608664
Jeanette Waters:	07816 608575
Michael Connolly:	07816 608552
Linda Gigg:	07816 609607



### **Unison Contacts:**

Pat Speakman (Senior Steward):	07970 969825
Karin Phillips:	07970 969842
Taryn Kristel:	07970 968406

### **Where can you get more information?**

You can get lots more information about how we help people sort out their concerns and complaints on our website at:

[www.communitylives.co.uk/complaints](http://www.communitylives.co.uk/complaints)

