



TRAFFORD
COUNCIL

Trafford Council

Complaints, Comments & Compliments Policy & Procedure

For Adult Social Care

January 2017

Policy Document Control Page / Coversheet

Title:

Title: Complaints, Comments & Compliments Policy & Procedure for Adult Social Care

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Department: Children, Families & Wellbeing

Service Area: Customer Relationships Team, Adult Social Care

Links to other Trafford Council Documents:

1. Incorporates: 'Staff Guidance in respect of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 that came into force on the 1st April 2009'
2. Adult Social Care Complaints Procedure and Form (online for service users)
3. Information from Adult Social Services 'Complaints, Comments & Compliments' – August 2016 – (a booklet for service users, their family/carer)
4. Trafford Adult Social Care Staff Guidance on Complaints Handling

5. Joint Protocol for the Handling of Multi-Agency Complaints
6. Protocol for Joint Working on Mental Health and Social Care Complaints
7. Trafford Adults Social Service Policy - Safeguarding Adults Policies and Procedures
8. Customer Services Standards Charter
9. Unreasonable or Unreasonably Persistent Complainants Policy
10. Funding Panel Appeals Procedure for Managers and Staff
11. Trafford Council Data Protection Policy, Statement and Guidance for Employees

Equality Impact Assessment (EIA) Process

EIA undertaken by:

- Principal Community Cohesion & Equalities Officer
- Customer Relationships Manager

EIA approved on: 29/07/16

EIA signed off by: Acting Head of Service, North Area

EIA included in Report to SLT

Approval Process/Governance for Policy

Policy to be signed off by Director of Integrated Care Trafford Council & Pennine Care

Final sign off by SLT

Publication / Circulation of Policy

An e-copy of this policy is sent to all staff in Children, Families & Wellbeing & Partners in Integrated Health Teams and Public Health.

The policy will be published on the Council Intranet and Council Website.

Date posted:

Review

Review Date: January 2018

Responsibility of: Adele Coyne & Nicola Jones

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SECTION A

1. Introduction

1.1 Trafford Council's Adult Social Care Services are committed to providing fair access to effective and quality services. The aim of the Complaints, Comments and Compliments Policy is to ensure that the Council listens to feedback from service users, carers and their relatives, responds openly and improves services as a result of the lessons learned.

1.2 The Council's aim is to ensure that complaints made by service users, relatives or carers are resolved openly, promptly and that both complainant and staff are treated fairly.

1.3 The Policy and Procedures for dealing with complaints are designed to ensure that people who use Adult Social Care are treated with dignity and respect, are not afraid to make a complaint and have their concerns taken seriously.

1.4 The Policy also provides a mechanism for service users to make comments to staff about how the service can be improved as well as taking note of compliments that are made to staff, and teams, about the quality of service delivery. This approach enables the Council to gain a more comprehensive view, through feedback gained from service users, of both their positive and negative experiences of the services they are receiving and see where adjustments may need to be made.

1.5 This document outlines: the key principles for dealing with complaints and concerns; who is eligible for making a complaint; the timescales; the complaints procedure and key staff to be involved; involvement of partner/external agencies; the importance of confidentiality and consent; and governance arrangements.

2. Key Principles for Handling Complaints

2.1 There are several key principles for dealing with complaints so that the process is:

- *Accessible and well publicised* – through the Council's website and provision of information leaflets for service users, carers and relatives.
- *Clear and simple* – straightforward, easy to understand and follow. Assistance will be given to complainants accessing the complaints procedure. This includes providing an appropriate and acceptable response to complainants who are unable to read or understand English, who have sight or hearing impairments or are deaf and where people require different formats to make a complaint.
- *Fair and impartial* – through open and honest communication with complainants and any staff members involved in treating every person and each case with equal courtesy and respect.

- *Confidential* – in that only members of staff who are required to be part of the investigation will be made aware of a complaint. (Information from complaints may be used anonymously for the purposes of organisational learning).
- *Timely* – in that the time taken to respond to the complainant is proportionate.
- *Supportive* – everyone involved in the complaint receives adequate support in proportion to the nature of the complaint.
- *Informative* – complainants are fully informed about the outcome of the investigation into their complaint and any action that may be taken.

2.2 Trafford Council assures all service users that their access / involvement in the Council's complaints procedure will not affect the quality of the social care service they receive from the Council at any point.

2.3 The Council will safeguard the service user's rights of access to other means of redress such as the Local Government Ombudsman (LGO).

2.4 The Council will ensure that it monitors its performance in handling complaints and the outcomes on a regular basis.

2.5 The process will continually be well supported by training for staff through Complaints Handling Training delivered by the Customer Relationships Team and other internal / external training where appropriate.

3. Definitions & Terminology

3.1 For the purpose of this Policy, the following definitions apply to a complaint, comment or compliment:

- A complaint is an expression of dissatisfaction, either verbal or written, about the quality or provision of a service in Adult Social Care which requires a response.
- A comment is when a service user/s makes a suggestion, either verbal or written, about a change or improvement in service delivery to a member of staff.
- A compliment is an expression of praise received by a member of staff or department / team and can be verbal or written.

3.2 For the purpose of this Policy, the following terms apply:

- **Power of Attorney (POA)** – when someone makes a power of attorney, they appoint someone else to act on their behalf. The person making the power of attorney is called a donor and the person appointed to act on their behalf is called an **attorney**. A power of attorney gives the attorney the legal authority to deal with third parties such as banks or the local council.
- **Appointee** – an appointee is a person who has been appointed by the Department of Work and Pensions (DWP) or a local authority to receive welfare benefits on behalf of someone who is unable to manage their affairs, generally because of mental incapacity. However, sometimes an appointee can be appointed for a person with exceptionally severe physical impairment. An Appointee has no role beyond welfare benefits. The Appointee can be ‘personal’, e.g. a friend or family member, or ‘corporate’, e.g. the housing association where the person is living. A personal Appointee has to be over 18 years old.
- **LGO** – Local Government Ombudsman

4. **Scope of the Policy**

4.1 **Regulations**

The Complaints, Comments and Compliments Policy is written in accordance with the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 that came into force on 1st April 2009.

4.2 **Who the Policy is for:**

- Staff and managers at Trafford Council involved in any stage of the complaints process for complaints relating to Adult Social Care.
- Members of the public in receipt of Adult Social Care services, people acting on their behalf and Carers.
- Elected Members of Trafford Council.
- Staff and managers at establishments and agencies providing social care to service users of Trafford Council.
- Staff and managers from partner organisations where joint issues relating to the complaint/s being made may arise.

4.3 Persons who may make complaints

A complaint can be made by:

- a) Any person who is fully or partially funded by Adult Social Care and who receives or has received services
- b) A person who is affected or likely to be affected by the action, omission or decision of Adult Social Care
- c) A person, who may be a relative or a friend, acting on behalf of another person

4.4 Complaints made on behalf of a service user

A representative may make a complaint on behalf of another person in any case where that person:

- a) Has died
- b) Is unable to make the complaint themselves because of:
 - (i) physical incapacity; or
 - (ii) lack of capacity within the meaning of the Mental Health Act 2005; or
 - (iii) has requested the representative to act on their behalf

Please see Section 6 below, paragraphs 6.9 and 6.10 for further details about consent.

4.5 Type of Complaints

Complaints must be with regard to the delivery of social care services and may relate to the following:

- ◆ a *decision* about the provision of services
- ◆ *concern* about the quality or appropriateness of a service
- ◆ *delay* in decision making or provision of services
- ◆ *delivery* or *non-delivery* of services including complaints procedures
- ◆ quantity, frequency, change or cost of a service
- ◆ *attitude* or *behaviour* of staff
- ◆ application of *eligibility* criteria
- ◆ the *impact* on an individual of the application of Adult Social Services policies
- ◆ assessment, *care management* and *review* of a Service User
- ◆ *breach* of confidentiality

The above is not an exhaustive list and the Customer Relationships Team will advise on the scope of the complaint to be considered.

4.6 Complaints excluded from consideration / handling under this policy.

Complaints that do not apply are:

- a) A complaint by a responsible body, (for example, a complaint by the NHS against Trafford Adult Social Care).
- b) A complaint made by an employee about any matter relating to their employment.
- c) A complaint that has been made verbally and is resolved to the complainant's satisfaction in one working day.
- d) A complaint that was made under old 2006 regulations before April 1st 2009.
- e) A complaint that has been previously dealt with and has been referred to the LGO or has already been investigated by the LGO. Where there is a new element of a previous complaint that has not previously been addressed, consideration will be given by the Complaints Manager on how the Council will proceed
- f) A complaint made 12 months after the date on which the incident which is the subject of the complaint occurred. (Adult Social Care and the Customer Relationships Team will consider such complaints if it would not be reasonable to expect the complainant to have made the complaint during the 12 month period).
- g) A complaint arising out of the alleged failure of the Council to comply with a request for information under the Freedom of Information Act 2000.
- h) A complaint about services not commissioned by Trafford Adult Social Care on behalf of a service user.

4.7 Other complaints not for consideration under this policy and the 2009 Regulations

- a) Complaints that should be considered under the Council's Corporate Complaints Procedure.
- b) Complaints about services for which an alternative process exists such as the Safeguarding of Adults Policy. (However, conduct of the alternative process can be the subject of a complaint under the new regulations for 2009).
- c) Complaints made where there are criminal or civil court proceedings pending. (Actions or decisions that occurred prior to the court proceedings may be subject to a complaint at the conclusion of court proceedings).

- d) Where the complainant has stated in writing an intention to take legal action in relation to the substance of the complaint, the Complaints Process will be suspended until legal action is complete.
- e) Complaints regarding children which will be dealt with by the Children's Complaints Policy.

Where the Council is unable to consider a complaint made by a service user, relative or carer, a written response will be provided by the Customer Relationships Team explaining the reasons why. The complainant will also be advised of their right to approach the Local Government Ombudsman.

4.8 Complaints about Services Commissioned by Trafford Adult Social Care on behalf of Service Users

4.8.1 Complaints for services that are commissioned from an external provider such as personal care in a private sector Care Home and private agency Home Care will be dealt with in the first instance by the provider. Adult Social Services commission the service but are not responsible as employers, for the staff who work for providers of residential care, or who work for any private agencies.

4.8.2 Under the Care Standards Act 2000 care standards and provision of social care in residential establishments and by agencies are regulated by the Care Quality Commission (CGC) and they are obliged to have their own robust complaints procedure.

4.8.3 Where a complaint is solely about an establishment or agency, the complainants should write to, or contact the management of the establishment or agency and follow their complaints procedure.

4.8.3 It is the responsibility of the establishment or agency to deal with any complaints made in the first instance and the agency would be expected to resolve matters in line with their complaints policy. Where it is evident that the complaint has not be resolved satisfactorily or there is difficulty in progressing the complaint with the provider, the complainant can request support from the Adult Social Care Commissioning Team or the Customer Relationships Team.

4.9 Joint Complaints about Commissioned Service Provision and Trafford Adult Social Care Provision

4.9.1 Joint complaints are those received about a service we commission from an external provider on behalf of a service user and a separate service that we provide to them. The part of the complaint relating to Adult Social Care should be dealt with according to the Council's Complaints Procedure as outlined below in Section B.

4.9.2 For joint complaints, an acknowledgment letter should be sent to the complainant within 3 working days of receipt of their complaint. The letter should also ask the complainant if they wish that part of the complaint which is about the establishment or agency to be passed onto the establishment or agency concerned.

4.10 Joint Complaints about other Partner Agencies and Trafford Adult Social Care Provision – Duty to Co-operate

4.10.1 The Regulations of 2009 set out a duty for organisations to co-operate where a complaint is made about services provided across both Trafford Adult Social care and Trafford NHS services, which might be a hospital trust, GP surgery or a pharmacy. In these cases, the Council's Complaints Manager will liaise with the relevant complaints manager(s) of the external body to decide who will take the lead in handling the complaint and communicating with the complainant to ensure that the complainant receives a co-ordinated response. One complaints manager will be nominated to co-ordinate the investigation and be the main point of contact for the complainant. The complainant will be notified and their consent requested for access to their records where necessary for dealing with the complaint.

4.10.2 For handling complaints with other partnership agencies, the Council works to a 'Joint Protocol for the Handling of Multi-Agency Complaints'.

4.10.3 Following the recent signing of the Section 75 Agreement between Trafford Council and Pennine NHS Foundation Trust, the Joint Protocol now includes Pennine Trust as a Partner.

4.10.4 Where a complaint is sent to the Adult Social Care Customer Relationships Team and contains material which solely involves another organisation, the Team will acknowledge the letter within three working days or as soon as is reasonably practicable, and ask the complainant whether they wish the details of the complaint to be sent to the external organisation. Written consent should be obtained or the consent should be recorded in writing.

4.10.5 If the complainant agrees, the Team will forward the complaint to the relevant external organisation and inform the complainant.

4.10.6 For complaints received by the Council's Adult Social Care Customer Relationships Team that appear to involve matters relating to more than one agency, please refer to the Joint Protocol for the Handling of Multi-Agency Complaints.

4.11 Self-Funded Service Users

Self-funded service users are not covered by the Regulations of 2009 but can take their complaints to the Local Government Ombudsman. However, if a self-funded service user makes an allegation about adult abuse then this can be looked at under the Council's Safeguarding Adults Policy.

4.12 Anonymous Complaints and Whistleblowers

Anonymous complaints should always be recorded and referred to the Complaints Manager in the same way as other complaints. Anonymous complaints fall outside the scope of the statutory complaints procedure and it is for the Council to decide what action it should take. The fact that the complaint is from an anonymous source should not in itself justify a decision not to pursue the matter nor should it rule out referral to be dealt with via other procedures as appropriate.

4.13 Unreasonable and Persistent Complaints

The Council is committed to dealing with all complaints fairly and impartially and as part of this service, it does not normally limit the contact complainants have. However, in a minority of cases, people pursue their complaints in a way that is deemed unreasonable. They may behave unacceptably, or be unreasonably persistent in their contacts and submission of information. This can impede the investigation of their complaint, can take up a disproportionate amount of Council time and can have significant resource issues. The Council must, therefore, ensure that it limits the amount of time spent on queries that it considers unreasonable or unreasonably persistent. The procedure for dealing with such complaints is covered by the Council's Corporate 'Unreasonable or Unreasonably Persistent Complainants Policy'.

4.14 Appeals

An appeal is a request for a review of a decision taken by the Council, in this case Adult Social Services Resource Panel, in relation to funding for services that provide social care support. Sometimes a complainant will have concerns about a decision made by the Panel and will ask for this decision to be reviewed but use the complaints process to bring this to the attention of the Council. In these cases, the Social Work Team involved should advise the complainant to go through the appeals process. Please see the Council's Adult Social Care 'Funding Panel Appeals Procedure for Managers and Staff'.

4.15 Timescale for Making Complaints

A complaint must be made within 12 months of:

- a) the date on which the alleged matter which is the subject of the complaint occurred;
or
- b) if later, the date on which the alleged matter which is the subject of the complaint came to the notice of the complainant.

The 12 month limit will not apply if the Council is satisfied that:

- a) The complainant had good reasons for not making the complaint within that time limit; and
- b) It is still possible to investigate the complaint effectively and fairly.

SECTION B

5. Complaints Procedure - Investigation & Response

5.1 How a complaint can be made

A complaint can be made in a letter, by email, in person or on the telephone. A complaint that has been made in person and is a straightforward matter can be resolved on the same day the complaint is made or by the next working day under the 2009 Regulations. These are referred to as 24-hour resolutions. All 24 hour resolutions should be recorded on Adult Social Services electronic records system, Liquidlogic, and a copy of the response, if appropriate, sent to the Customer Relationships Team.

5.2 The Complaints Process

5.2.1 All Adult Social Care complaints are sent to the Customer Relationships Team who will:

- Record the details of the complaint
- Acknowledge receipt of the complaint within 3 working days
- Identify an appropriate person to investigate the complaint
- Ensure that in the acknowledgement letter the complainant will be informed that:
 - a) A person has been appointed to investigate the complaint
 - b) The person appointed will make contact with them to discuss their complaint and agree a timescale for a response

- c) Send an email to the person appointed to investigate the complaint with clear instructions on what they are to investigate.

Staff can also refer to a copy of the Staff Guidance to Adult Social Care: Comments, Complaints and Compliments.

5.2.2 Members of the public can access the online Adult Social Care Complaints procedure on the Council website at <http://www.trafford.gov.uk/about-your-council/complaints/social-care-complaints.aspx>.

Hard copies are available to people who are unable to easily access the website if a need is identified or on request.

5.3 Responsibilities of the Person Appointed to Investigate the Complaint

5.3.1 The person appointed, known as the Investigating Officer, must take ownership of the complaint and is responsible for the following:

- In the first instance, try and resolve the complaint by local (24 hour) resolution, record action taken on Liquid Logic and notify the Customer Relationships Team who will update the new CRM system which is expected to be in place from March 2017.
- If the matter cannot be resolved in 24 hours, the Investigating Officer should notify the Customer Relationships Team who will send a formal acknowledgement letter to the complainant.
- The Investigating Officer should record details of the complaint on Liquid Logic unless the complaint is about a member of staff. Please see 5.4.3 below for staff related complaints.
- Ensure that an investigation is carried out to resolve the complaint in an appropriate, timely and efficient way. Most complaints can be resolved within a 20 working days' time frame and it is expected that Investigating Officers adhere to this.
- Where it is evident that resolution is likely to take longer than 20 days, then the Investigating Officer must notify the complainant of this and agree an expected date for a response.
- The Investigating Officer must inform the Customer Relationships Team if a new timescale has been agreed and what the new response date is.
- Keep the complainant informed of progress throughout the duration of the investigation as far as is practically possible.

5.3.2 If further information is required to assist with the investigation of the complaint, or the matter is more complex than initially thought, then the Investigating Officer should make contact with the complainant to obtain further information.

5.3.3 If elements of the complaint are not clear, the Investigating Officer should ask the complainant to itemise the areas of the complaint and their desired outcome/s.

5.3.4 In all cases where contact is made with the complainant, the Investigating Officer must:

- Explain how the investigation will proceed
- Agree where possible a timescale for completion of the investigation and how the response will be conveyed to the complainant.

5.3.5 If the complainant declines the offer to discuss the complaint then the Customer Relationships Team and the Investigating Officer will agree a reasonable period of time for completing the investigation and the complainant will be informed.

5.4 Inclusion of Staff Involved in the Complaint

5.4.1 To ensure a fair and consistent approach is followed and for clarity of investigation, any complaints relating to the conduct of a member of staff must not be investigated by that staff member's line manager.

5.4.2 Details pertaining to the particular member of staff must not be recorded on Liquid Logic.

5.4.3 The Investigating Officer should:

- Provide anyone identified as the subject of a complaint with a full account of the reasons for the investigation, give them the opportunity to talk about the situation or incident/s and ensure they are kept informed of progress.
- Interview the staff involved in the complaint, record details of the interview or obtain written statements if necessary.
- Ensure that confidentiality is kept regarding discussions and associated paperwork.
- Take steps to ensure privacy for interviews, be sensitive to staff in their approach and try to remain impartial.

5.5 Completion of the Investigation and Response

5.5.1 The Investigating Officer must produce a draft letter of response or a draft report that is thorough, substantive and almost final in format, which is sent to the Customer Relationships Team for quality assurance purposes.

5.5.2 When the response has been approved by the Customer Relationships Team or appropriate Head of Service, the Investigating Officer and the Team will agree who is the appropriate person for signing the letter and ensure the letter is sent out to the complainant. A case note must be made on Liquid Logic by the Investigating Officer.

5.5.3 For responses to very complex complaints or Councillor/MP representations, the draft letter of response needs to be sent to the Customer Relationships Team for quality assurance but be signed off by the Director for Integrated Care or the Director of All Age Commissioning. A case note must be made on Liquid Logic by the Investigating Officer.

5.5.4 The Investigating Officer must ensure that the draft response addresses each aspect of the complaint as identified in the record of the complaint and should contain the following:

- a) Explanations of the action taken to investigate the complaint
- b) Copies of any documents which support the investigation
- c) Specify any recommendations or improvement
- d) Make clear which aspects of the complaint are upheld or not upheld

5.5.5 In most cases, the Investigating Officer should invite the complainant to contact the Council again in the response letter if they want to discuss the details of the response.

5.5.6 Where it is clear that no further work can be undertaken with the investigation of the complaint, and the Council's complaints procedure is therefore exhausted, the complainant must be informed in the response letter of their right to take their complaint to the Local Government Ombudsman and how to contact the LGO.

5.5.7 If the complaint comes to the Customer Relationships Team via the corporate route i.e. via the Chief Executive and / or a Corporate Director, or an elected member the final response letter is sent by the Team to the Executive Support Leadership Team for sending to the complainant.

5.5.8 It is appropriate to invite the complainant to contact the Customer Relationships Team in the first instance if they are unhappy about any part of the response or if they feel there are matters that have not been fully resolved.

6. Confidentiality and Consent

Confidentiality

6.1 All information in relation to complaints and their investigations must be handled within the guidelines outlined in the 'Trafford Council Data Protection Policy, Statement and Guidance for Employees'.

6.2 All communication in relation to complaints should be documented and include as much detail as possible, including: date, time, name/s of complainant/s, signatures as appropriate. It is important to note that these documents are used in investigations and by external bodies such as the Local Government Ombudsman.

6.3 Files and documentation relating to complaints will be held securely with the Adult Social Care Customer Relationships Team in electronic files and, secure cabinets for paper documentation. Copies of complaints correspondence must not be placed in service users' files and / or in Liquid Logic, and must be treated as confidential at all times. Advice should be sought from the Team where clarity is needed regarding which type of complaint information can be stored on Liquid Logic or in hard files.

6.4 The Customer Relationships Team will be responsible for ensuring that complaints records are afforded the same confidentiality as Adult Social Care records and that the records are easily accessible should further investigation be required.

6.5 All correspondence relating to the complaint will be marked 'Private and Confidential'.

6.6 Trafford Council operates a 'clear desk policy' and this is particularly important for staff dealing with complaints who are responsible for ensuring that their desks and work areas are cleared of all confidential paperwork at the end of each working day, and during any periods when they are away from their desks.

6.7 All staff must lock their personal computers when away from their desks to ensure access to information is protected.

Consent

6.8 Where someone, other than the service user, writes to complain about a service user's care and / or treatment, the Customer Relationships Team will obtain written consent from the service user to confirm that they agree that the representative is complaining on their behalf, and that they consent to details of their care and treatment being disclosed to the complainant / representative to respond to the complaint, if required.

6.9 If it is felt that a service user may not have the capacity to consent to the disclosure of their details, the Customer Relationships Team will request confirmation of the individual's capacity to give informed consent to the disclosure of information from the person's Social Worker, Social Care Worker or Operational Managers.

6.10 Where capacity is judged to be lacking, the Investigating Officer for the complaint will decide whether, in the absence of the individual's consent, it is in the individual's 'best interests' to disclose information to the complainant.

6.11 In the case of an individual who has died, the representative must be a relative / other individual who, in the opinion of the Customer Relationships Manager, had or has sufficient interest in the individual's wellbeing and is a suitable person to act as the representative. If the Customer Relationships Manager determines that a person is not suitable, a full explanation outlining the reasons for the decision will be provided. Advice will be sought from Trafford Council's Legal Team as necessary.

6.12 Adult Social Care Teams must be satisfied that a person making the complaint on behalf of a service user has the authority and is acting in their best interest, before considering the complaint being made.

6.13 In cases where an MP or Elected Member is complaining on behalf of one of their constituents and states that they have consent to act and/or supplies the written complaint; then implied consent applies. In these cases the complaint should be responded to (subject to paragraph 6.14 below).

6.14 In cases where an MP, Elected Member or Advocate is representing a person who is acting on behalf of a service user, consent must be obtained from the service user. Information must not be disclosed without the permission of the service user.

7. The Customer Relationships Team

7.1 The Customer Relationships Team is the first point of contact for service users, their families or representatives wishing to make a formal complaint, comment or compliment about Adult Social Care.

7.2 The Team works closely with both Commissioning and Operational staff to resolve complaints and provide guidance on regulatory requirements

7.3 Where an issue or concern cannot be resolved at first point of contact or within 24 hours, the Team takes the matter through the Complaints Process.

7.4 The Team monitors the pathway of the complaint from investigation to response and provides weekly reports to directors/service managers

7.5 Regarding MP/Councillor enquiries, the Team facilitates the organisation of the process and monitors timely responses.

7.6 The Team is responsible for the governance process and monitoring for Adult Social Care complaints as described below in Section 8.

7.7 The Team organises and administers external investigations that are held at the Council offices and liaises with the External Investigating Officer and relevant staff involved.

7.8 The Team also delivers Complaint Handling Workshops to Commissioning and Operational staff responsible for handling Adult Social Care complaints.

8. Governance

Monitoring

8.1 A comprehensive data record of all complaints is maintained by the Customer Relationships Team and includes: the subject matter and outcome of each complaint and whether the response sent to the complainant was within the agreed or extended timescale.

8.2 Adult Social Care complaints, comments and compliments are also recorded in the general Council Feedback Report that compiled by the Head of Customer Service every quarter.

Annual Report

8.4 The Team prepare an Annual Report which is a regulatory requirement and includes the following:

- the number of complaints received in the year
- a report of performance regarding the number of complaints dealt with, the timescales met and lessons learned
- a summary of the subject matter of the complaints showing trends and service improvements resulting from complaints
- the number of referrals to other Council service areas, agencies and partners, as well as any joint complaints dealt with
- the number of complaints referred to the Local Government Ombudsman and how many the LGO decided were well founded.

8.5 The Annual Report is submitted to the Director of Integrated Care and the Senior Leadership Team in the Children, Families and Wellbeing directorate and is made available to anyone on request.

Reporting

8.6 The Customer Relationships Team is located in the Adults Social Care Operations service area within the Children, Families and Wellbeing (CFW) directorate.

8.7 The Team is managed by the Team Manager, Customer Relationships Team, who reports to the Director for Integrated Care, Trafford Council and Pennine Care NHS Foundation Trust.

8.8 The Director for Integrated Care reports to the Network Director of Integrated Services and the Corporate Director for Trafford Council CFW. The Corporate Director is a member of the Council's Corporate Management Team and reports to the Chief Executive.

SECTION C

9. COMPLIMENTS

9.1 Compliments come in different forms such as:

- a verbal compliment to a member of staff
- a note or thank you card to staff
- a note or card to the Customer Relationships Team
- a compliment returned in the Adult Social Services Complaints, Comments and Compliments Form

9.2 Verbal compliments to a member of staff should be recorded and sent to the Customer Relationships Team for recording purposes. Copies of any notes or cards with compliments directly received from service users should also be sent to the Team.

9.3 The Adult Social Care Team should send an acknowledgement to the customer, thanking them for taking the time to send a compliment, and send an email to the staff member who received the compliment, and their manager with the details. The same procedure should be followed for compliments received directly by the Customer Relationships Team.

9.4 Emails containing compliments can be kept on file for supervision and appraisal purposes.

9.5 The Customer Relationships Team will record the number and nature of the compliments and include this information in the Annual Report.

10. COMMENTS

10.1 Comments are made by service users suggesting a change or improvement in the services and are received directly by the Team dealing with the service user or the Customer Relationships Team.

10.2 On receipt of a comment, the original or a copy must be sent to the Customer Relationships Team for recording purposes and possibly for use by other teams.

10.3 The Service in receipt of the comment will send an acknowledgement to the service user and an email to the appropriate manager/s, if different, with details of the comment.

SECTION D

To contact the Customer Relationships Team phone: 0161 912 4416 or email ice@trafford.gov.uk

The Team are based at Trafford Town Hall, Trafford Council, Talbot Road, Stretford, M32 0TH.