



Yenaa Housing

Complaints Policy

February 2022



213 SOHO ROAD BIRMINGHAM B21 9SX



www.yenaa.co.uk



0121 6616 331



operations@yenaa.co.uk

Policy Checklist	
Date of Implementation	Feb 22
Date of Last Review	Feb 26
Date of Next Review	Feb 28

1. Aim of policy
2. Making a complaint
3. Making a complaint regarding a member of staff who has a relation working in the organisation.
4. Recording of complaints
5. Support for complainant
6. Staff support during an investigation into a complaint.
7. Monitoring and preventing complaints
8. Review of complaints process

The policy has been designed to provide staff with help in dealing with any problems they may encounter at work

1. Aim of policy

Yenaa Ltd believe that each Resident using our services deserves to be given the best standard of support and opportunity. There will be occasions when decisions are made which may conflict with the views of residents. It is important that residents, and other interested parties understand the decision-making processes and are made an active part of these decisions.

Our aims and objectives are to:

- Seek positive resolution of problems by informal means.
- Provide a transparent and informative service to all those using our service
- Ensure that concerns are dealt with quickly, fully and fairly and within clearly defined time limits.
- Provide effective responses and appropriate redress.
- Promote and maintain good working relationships between all residents and the community within which the home is located.

1.1

The need for a policy in relation to complaints and representation is to accomplish a number of objectives

Our complaints procedure has been implemented to:

- Encourage resolution of problems by informal means wherever possible.
- Be easily accessible.
- Be simple to understand and use.

- Be impartial.
- Be non-adversarial.
- Allow swift handling with established time-limits for action and keep people informed of progress.
- Respect people's desire for confidentiality.
- Address all the points at issue and provide an effective response and appropriate redress, where necessary.
- Provide information to the leadership team so that services can be improved.
- To give residents access to a complaints and representation procedure
- To monitor areas within the organisation which require improvement.

Helping residents to Express their Views and Feelings

It is essential that residents living in the home are provided with every reasonable opportunity to express their views, wishes and feelings about the quality of support and accommodation provided.

All staff must ensure that:

- The views, wishes and feelings of residents must be considered (and recorded) in relation to matters affecting their support, safety, welfare and their lives;
- This means that staff are expected to be proactive in ascertaining each residents views, wishes and feelings. These should be considered and balanced against what has been chosen in their support plans.
- They help each Resident to understand how their privacy will be respected and any circumstances when it may have to be limited;
- Each Resident is enabled to provide feedback to, and raise issues with, a relevant person about the support and services received.
- Each Resident has access to the Residents' welcome pack'

2 Making a complaint

2.1

Either before or upon their arrival, residents will be given clear information regarding the complaint's procedure. This will be as part of the welcome pack

2.2

Any individual wishing to make a complaint will be encouraged to complete the appropriate stages.

2.3

A complaint can be made about anyone or any issue. In the event the complaint is about a manager or Director, you can speak directly to another director or Manager. You can also speak to the Housing Association responsible for your home.

2.4

The person you are making the complaint against will have no influence over the person investigating your complaint.

3. Making a complaint regarding a member of staff who has a relation working in the organisation.

There is no legal president to stop families working together. In many small businesses the need for families to work together can be crucial, to the success of that business. Notwithstanding the absence of express statutory restrictions, there may be legal and policy concerns arising from the practice of favouring hiring of family members. On the legal side, to the extent such practices have the effect of adversely impacting a protected group; they may amount to unlawful discrimination.

We recognise the fact that members of their families are subject to the same industrial relations legislation and other work conditions as any other employee. As a result we understand our legal obligations to all our employees regardless of personal nature of their relationships.

You must have complete confidence in the fact that we look at all complaints in a very positive way regardless of who they are made against or if it about a staff member who is related to another one. We have always viewed complaints of a way of dealing with practise issues that require improvement, either for individuals or the organisation.

We recognise that this could potentially cause a conflict of interest and as a result there are a number of ways of ensuring that complaints can be made about anyone in the organisation regardless of their relationship to someone else.

You can make a complaint to anyone in the organisation including:

1. Directors
2. Managers
3. Any member of staff

If residents or others wanting to complain find themselves in a situation, where you feel compromised due to the potential relationship between staff members then there are several alternatives, that they will have access too. The information on how to contact these individuals will be provided to residents.

Circumstances Where This Policy Does Not Apply

Issues related to child protection or whistleblowing, criminal investigations and employee grievances must all be handled separately from this policy.

This complaints policy is distinct from formal staff disciplinary proceedings and this should be made clear to all concerned.

There may be occasions where a complaint gives rise to disciplinary procedures, which put the complaints process on hold. If this occurs, the complainant should be informed. Any non-disciplinary aspects of the complaint should continue to be dealt with through the usual complaints' procedures.

Stage 1

Any complaint made, either verbally or in writing by a service user, visitor or member of the public must, be taken seriously by staff. The individual making the complaint, can either put this in writing or email or text their complaint too:

operations@yenaa.co.uk

Text: 07405500390

Concept Housing Association CIC, Your Registered Social Landlord
8 Greenfields Crescent, Birmingham, B153BE

0121 455 7333

If an individual making a complaint does not wish to make a written statement, then they can make a verbal complaint to using the above number.

Many complaints can be resolved at this first stage. The person dealing with complaint must not in any way act in a manner, which is oppressive or negates the complainant's concerns. Any individual who has had a complaint made against them must not be involved in the investigation of a complaint.

The process outlined in stage 1 will take place on the same day or as soon as the Manager is available. A maximum of 72 hours is required to complete this first stage.

4 Recording of complaints

4.1

All records in relation to complaints must be kept in the appropriate register. This must include

- Date, complaint/representation made
- Name of complainant and nature of complaint
- Summary of investigation and outcome
- Detailed analysis of issues concerning complaint for future development

5 Support for complainant

5.1

It is important that the complainant is supported throughout this process and is given every assistance and opportunity to have their views taken seriously. Residents should be encouraged to discuss their complaint with individuals outside of the organisation who can offer them extra support if required. If a complaint is made directly concerning a member of staff:

- The member of staff should remove themselves from the situation.
- The manager or person responsible should be contacted immediately so the facts of the complaint can be established.

5.3

If the basis of a complaint against a member of staff is one that could if proven lead to dismissal, then that member of staff will be suspended whilst the complaint is investigated.

6 Staff support during an investigation into a complaint.

During the investigation period the member of staff will be offered support from within the organisation. They will also be encouraged to use support from their union or a counsellor. The staff member will be informed both verbally and in writing of the nature of the complaint and the progress of the investigation. Yenaa Ltd recognises the high level of stress experienced by staff in these situations and will provide appropriate support.

7 Monitoring and preventing complaints

7.1

The most important issues for anyone making a complaint within residential care is that the complaint will be taken seriously, and they will not suffer any chastisement through making a complaint about the individuals who care for them. Yenaa Ltd believes that it is important to ensure that any Resident feels safe in the knowledge that any issues that they have will be addressed at the earliest opportunity.

7.2

By having a positive outlook on complaints, we can

- Help residents to make complaints and criticisms in a positive way.
- Make it possible for the majority of complaints to be dealt with on a day-to-day basis
- Make residents aware that they have rights.
- Reduce the number of complaints that need to be dealt with formally.
- Provide a framework to improve and develop practise and policies.
- Improve our governance processes

8. Review of complaints process

It is really important that as an organisation, we understand the importance of having an accessible complaints process. One that enables anyone to air their views regarding all aspects of our organisation. All complaints will be reviewed, and all outcomes will be looked at to ensure they influence future practise in a positive way.

There is a clear audit and governance process in place, which has various levels.

These include:

- Weekly Key performance indicators (KPI)
- Monthly auditing
- Responsible Individual Monitoring.
- Quality Assurance from Local authorities