



Complaints leaflet and form

What can I expect from a La Petite Concierge Ltd (LPC) social care worker?

If you have concerns about the care you, or someone else, have received from a care worker there are a number of options open to you depending on the nature of your concerns.

- You might want to speak directly to the worker to let them know your concerns and what you would like to see changed. Many worries about a care worker can be resolved without involving LPC Management.
- If you are worried about talking to the worker, or have spoken with the worker and are still unhappy with their work, you should talk to their Supervisor. You should also contact the management if you are unhappy with the type of service you are getting, or if you would like additional support from the organisation.
- You should tell LPC about any behaviour by a social care worker that seriously worries you and that doesn't meet with our agreed standards.

Examples of the behaviour you should always report to LPC are:

- Stealing money or property from a service user
- Assaulting a service user or a significant other
- Rough physical or verbal contact
- Intimidating a service user
- Making sexual advances to a service user
- Failing to provide agreed standard of care

If you are not sure about whether to complain do not worry - get in touch with us and talk it over with one of our staff.

How do I make a complaint to La Petite Concierge Ltd?

The following written information will normally be needed for us to investigate a formal complaint:

- Your name and address
- The social care worker's name
- An explanation of what happened to concern you, give dates where possible

- Names and addresses of anyone else who will support your complaint
- Details of any other complaints you have made about this concern

You should use the attached complaint form to provide this information. If you need help to fill in the form please contact us and we will try to help you, or put you in touch with someone who can.

We can only take action if:

- The complaint is about specific behaviour by the worker that does not meet our agreed standards.
- We get evidence to support the complaint.
- We have received a completed and signed Complaints Form, which will help us to record the complaint and take action quickly.

We will do what we can to find out what happened. To do this we will need to share the information with others.

- We will look at all complaints very carefully to make sure that you get the appropriate advice.
- If we cannot take any action we will write to you explaining our decision.
- If the issue is serious, there is evidence to back up your complaint and La Petite Concierge Ltd has determined that it should take action; LPC must inform the social care worker and the person making the complaint. If we decide to take this action we will contact you and tell you what will happen next.

What can the La Petite Concierge Ltd do?

We can make sure that social care workers are trained to do the jobs they are expected to do and to work to the agreed standards. In very serious circumstances we can bar someone, which would prevent them working as a social care worker anywhere in the UK.

What La Petite Concierge Ltd cannot do:

- Deal with complaints about anyone who is not a member of staff.
- Pay you compensation.
- Fine a social care worker.
- Tell a social care worker to apologise to you.
- Order a social care worker to provide you with the services you want, however we may initiate disciplinary procedures.

In order to deal effectively with complaints about our social care workers La Petite Concierge will:

Communicate with you using your preferred method.

- Acknowledge receipt of your complaint within five working days.

- Be in touch with you to let you know what is happening to your complaint - within 28 days of acknowledging receipt of your complaint form.

Care funded by your local council

If you are not happy with the reply you receive from La Petite Concierge Ltd when you complain, you can take your complaint to your local social services department.

You will need to follow their complaints procedure – You can find the address of your local social services department at www.direct.gov.uk

If you are not satisfied with the final reply from La Petite Concierge Ltd or your local social services department, you can complain to the Local Government Ombudsman.

There are three local government ombudsmen in England. They each deal with complaints from different parts of the country. However, you should first send your complaint to:

The Local Government Ombudsman,

PO Box 4771, Coventry CV4 0EH.

Phone: 0300 061 0614 or 0845 602 1983.

Complaints that are referred to the Ombudsman are known as “Stage 2” complaints.

Complaints about care that you pay for yourself

You can ask the Local Government Ombudsman to take up your case if you are not happy about how your complaint was dealt with.



Complaint Form

For a complaint against a care worker, completing the form will give us the information we need to deal with your complaint. If you need help to complete the form please contact us by telephone on 01952 463301 and we will try to help you or put you in touch with someone who can. If you do not know the answer to any question just write 'don't know'.

1. Your Details

Title (e.g. Mr, Mrs, Ms, etc)

First Name

Surname

Address

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Post Code

Phone No (Home)

Phone No (Mobile)

E mail address

We may need to contact you to check details of your complaint. Please tick the way you would like us to do that.

Home phone	Mobile phone	Email	Other (please detail below)
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Please tick one box to tell us how you are involved in this complaint.

I am the service user	I am a relative/friend /carer of the service user	I am a member of the public	I am another professional working with the service user, (if so, please specify)	Other (please specify)
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Do you need any special arrangements when we contact you?

Yes	No
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If yes, please specify what arrangements are needed (e.g. Interpreter, signer)?

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2. Details of the Social Care Worker

To help us identify the social care worker(s) involved as quickly as possible, please give us their name(s), job title. If there are more than two, please give additional information on a separate sheet.

First social care worker

Title (e.g. Mr, Mrs, Ms, etc)

First Name

Surname

Second social care worker (if applicable)

Title (e.g. Mr, Mrs, Ms, etc)

First Name

Surname

The Complaint

Please describe your concerns, telling us what happened, when and where the incident(s) happened, who was there and the reasons why you think it was wrong for the social care worker to behave in the way you describe.

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(Continue on another sheet if needed.)

Other Investigations

Have you complained to anyone else about this?

Yes	No
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If you have, who have you complained to?

Was it (please tick):

La Petite Concierge Ltd	The social care worker?	The police?	Anyone else? If so please provide relevant details such as the name of the person you spoke to.	Another organisation? If so let us know which one
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Declaration

To the best of my knowledge, the information I have provided above is accurate. I understand that in order to investigate this complaint La Petite Concierge Ltd will need to share details with the social care worker(s) concerned, and other regulatory bodies, as necessary.

Signed

Date

When you have filled in the form please return it to the Attention of the:

Registered Manager
La Petite Concierge Ltd
13b Victoria Road
Shifnal
TF11 8AF

Or call **01952 463301** if you need someone to collect the form from you.