

Complaints Policy

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Policy Lead:	Registered Manager - Samantha Norgate
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Introduction

Banquo Limited believes that if a service user or their relatives are unhappy about any element of the care we provide; or if they feel that we can improve in some way, that the service user or their relatives are fully entitled to complain.

We welcome feedback in any form and believe that feedback provides the opportunity to learn, improve and develop the service we are providing. Any complaints, comments or feedback will be taken seriously and dealt with appropriately.

We will always investigate complaints; and appropriate action will be taken in response to issues that are identified.

Complaints Procedure

How to make a complaint

If you wish to make a complaint, this can be done by telephone, in person, in writing or by email – or using our website - www.banquo.com

You may wish to raise your complaint with the Registered Manager of Banquo Limited.

The Registered Manager is responsible for investigating complaints, and for ensuring that all complaints are dealt with. If you feel it is necessary to complain directly to the Registered Manager, please contact:

Name: Samantha Norgate

Address 3rd Floor 15 Worship Street, London, England, EC2A 2DT

Email: samn@banquo.com, rjgrays@banquo.com, enquiries@banquoltd.com

If your complaint is made by telephone or in person, we will make a written record of your complaint and will provide you with an acknowledgement letter within 2 working days. You are fully entitled to make your complaint in writing. Our acknowledgment letter will contain the name of the person who will investigate your complaint.

How your complaint will be investigated

Your complaint will be thoroughly investigated. This will be done within 20 working days, and we will provide you with a written response detailing the outcome of the investigation and any action that has been taken.

During the investigation, the Registered Manager will need to collect and examine evidence in a variety of ways. This may include carrying out interviews, looking at written records and documentation and they may wish to visit you or speak to you over the phone.

The Registered Manager will keep you informed about the progress of the investigation, either by telephone or in writing.

If the matter of the complaint is particularly complex it may take longer than 20 working days to

investigate. We will let you know about the delay, and a new date for the conclusion of the investigation will be agreed.

Any communication about your complaint, and the outcome of the complaint, will always be conveyed to you in writing. All investigations regarding complaints must be concluded within 6 months.

If you are dissatisfied with the outcome of your complaint

After Banquo Limited has fully dealt with your complaint and if you are not satisfied with the outcome, you may wish to complain to the Local Government Ombudsman (LGO). The LGO provides a free, independent service and can be contacted for advice, guidance or to register a complaint. The contact details for the Local Government Ombudsman are:

PO Box 4771
Coventry, CV4 0EH
Tel: 0300 061 0614
Email: advice@lgo.org.uk
Web: www.lgo.org.uk

Banquo Limited is registered with and regulated by the Care Quality Commission (CQC). The CQC is happy to receive information about our service at any time. The Care Quality Commission can be contacted as follows:

National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161
Email: enquiries@cqc.org.uk

Complaints from Representatives

We will only accept complaints from a service user's representative if they have the consent of the service user; or when the service user cannot complain unaided. The representative must always be acting in the service user's best interests.

Anonymous Complaints

Any complaints that are made anonymously will be taken seriously and the details of the complaint documented. If you make an anonymous complaint, it will be investigated but we will not be able to provide you with details of the outcome.

Recording of Complaints

Finalised complaints are kept at our office; and the details of all individual complaints are logged on our CRM system.

Advocacy

If you require assistance in understanding this procedure or support in making your complaint, we can provide you with details of local advocacy services. Please contact the Registered Manager for further information.

Annual Development Plan

Banquo Limited completes an Annual Development Plan. This Plan is completed so that we can assess our historic performance and improve on it during the following year. It is only through this on-going review of what we are doing that we can develop and improve on what we provide for our service users. Complaints are one of the areas that we review as part of the Annual Plan. We specifically consider the following:

- The type and number of complaints received
- The subject matter of the complaints
- The outcomes of the complaints
- Thereafter, we issue recommendations

This report will be shared with the management team within the organisation and will be used to review the service.

Complaints from Employees

If an employee wishes to make a complaint about Banquo Limited; or any aspect of our work, this must be raised as a grievance and not via this complaints policy. Please speak to the Registered Manager who can provide you with a copy of the Grievance Procedure.

Team Training

All persons associated with and third parties working or volunteering with Banquo Limited will be required to undertake an induction that includes mandatory training in complaints handling and conflict resolution.

This will then need to be updated annually.

Monitoring

The Registered manager will monitor complaints as per Banquo Limited's Annual development plan.

Related Policies and Procedures

Confidentiality Policy and Procedures
Grievance Policy and Procedures
Whistleblowing Policy and Procedures
Duty of Candour Policy and Procedures
Training and Development Policy and Procedures

Legislation and Guidance

[Regulation 16: Receiving and acting on complaints - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk/regulation-16-receiving-and-acting-on-complaints)
[Complaints matter - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk/complaints-matter)