

# Complaints

## AIM

To be able to manage complaints effectively within care

## DURATION

Half Day Course (3 hours)

## LEARNING OUTCOMES

By the end of this course, you will:

- Know what a complaint is
- Understand why people complain
- Know what the CQC expected procedure is for managing complaints
- Know what the company procedure is for managing complaints
- Know the best practice procedure for handling and investigating complaints
- Recognise the importance of learning from complaints
- Implement strategies to recover from a complaint

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## LESSONS AND TOPICS

### Complaints

- What is a complaint?
- How businesses evolve their procedures
- Identifying a complaint as positive
- Facts and Statistics
- Reputation of the business
- Identifying potential complaints

### Understand why people complain

- What do they expect from the service?
- Encourage feedback on the service
- Manage expectations
- Who is a complainer?

### Procedures for complaints (CQC)

- Identifying
- Receiving
- Handling/Investigating
- Responding
- Time limits
- Company policy and procedure

### Handling/Investigating complaints

- Communication during investigations
- Confidentiality risks
- Avoid creating a Blame Culture
- Interviewing involved parties
- Record and share findings
- Respond to the complainer
- Record details of their response
- Consider recommendations for change

### Learning from complaints

- Record all complaints centrally
- Share previous complaints and outcomes
- Changes to avoid repeat complaints
- Creating a knowledge base of complaints
- Incorporate complaints into training

### Strategies for recovery from a complaint

- Regularly check in on the complainer
- Additional staff training
- Mentoring on the job
- Secret shopper