

SELF-ASSESSMENT AGAINST THE CODE

1. We adhere to the Abbeyfield Society Complaints, Concerns and Compliments Policy.
2. If a resident complains about another resident, we deal with it in accordance Abbeyfield's Anti-Social Behaviour policy guidance.
3. Complaints should be raised, in the first place, with the manager who will try to resolve matters informally.
4. There is a difference between a complaint (past action) and a concern (future action).
5. How to make a complaint: (1) to the manager; (2) by email; by telephone, fax or post (see para 4.4 of the policy).
6. The complainant should give us details of the problem, how they would like us to resolve it and how to contact them.
7. Anonymous complaints will also be dealt with.
8. All complaints are treated confidentially.
9. Complaints should be made as soon as possible and ideally within 12 months.
10. In accordance with the HO Complaint Handling Code, we aim to resolve complaints as soon as possible. (see para 4.9)
11. We will (1) acknowledge the complaint and seek details if necessary; (2) the person investigating will be made known to the complainant asap; (3) the complainant will be kept informed of developments; (4) findings will be communicated to the complainant asap; (5) if dissatisfied they will be told how to escalate matters; (6) we will tell the complainant how they can complain to the HO if dissatisfied with us; (7) if funded by the local authority, they can report the complaint to them so they can investigate.
12. We will adhere to timescales throughout: (1) written acknowledgment within 2 working days; full written response within 10 working days.
13. If procedures are exhausted and the complainant is not happy, we will tell them of their right to pursue it through the HO.
14. We will give details of the complaints procedure to our residents.
15. If there is a concern raised about possible abuse/neglect, we will notify the relevant local authority safeguarding team in accordance with our safeguarding policies.