

Complaints & Concerns Policy

Bridge Case Management believes that if a person wishes to make a complaint or register a concern about the company or its staff, they should find it easy to do so. It is our policy to view complaints as an opportunity to learn, adapt, improve, and provide better services. This policy is intended to ensure that those making complaints or raising concerns feel that they have been taken seriously and that the issues raised have been appropriately addressed.

The aim of this policy is to deal with complaints thoroughly, swiftly, and wherever possible, at a local level. If the complainant is dissatisfied with the result of the complaint, they will be referred to the Case management Society UK (CMSUK) and/or the Nursing and Midwifery Council (NMC) and advised appropriately.

Complaints procedure

Verbal complaints

- The report must include:
 - Name of complainant
 - Nature of complaint
 - Dates and details of any incidents
 - Details of how the immediate situation was managed
 - The current situation and any outstanding problems
 - Appropriate contact details for the complainant to enable a return call from a director
- Staff should reassure the complainant that a member of the Executive Team will contact them within two working days.
- The Director will make enquiries as appropriate, of any staff involved in the complaint and develop a plan of action intended to address the complaint.

If the suggested plan of action is not acceptable to the complainant, the Director will ask the complainant to put their complaint in writing to Bridge Case Management and will provide them with a copy of the complaints procedure and complaints form for completion

Written Complaints

- When a complaint is received in writing, it should be passed on to the Executive Team, someone who is not directly involved with the case/client/situation. An investigating officer will then be assigned.
- The investing officer will open a complaint file and send an acknowledgement letter to the complainant within two working days.
- If necessary, further details will be obtained from the complainant and/or staff involved by the investigating officer with regards to the complaint and the nature of any outstanding or ongoing concerns.

- All complaints should normally be resolved within 28 days. If the issue is too complex or there are reasons for a delay (e.g., sickness of staff involved) then the complainant must be informed in writing of the potential delay and the estimated time frame for resolving the complaint. In these situations, the complainant must be kept informed of the progress of their complaint.
- The complainant will be offered the opportunity for a face-to-face meeting with the investigating officer. At such a meeting, the complainant must be informed that they can bring a friend, family member or other appropriate person for support.
- If the complainant does not wish to have a meeting, or following such a meeting, the investigating officer must provide the complainant with a written account of the investigation and resulting outcomes. The report should include details of how to escalate the complaint to CMSUK or the regulatory registration body if the complainant remains dissatisfied with the outcomes of the investigation.
- The outcomes of the investigation and the meeting must be recorded within the risk management register and an action plan included to identify how, and by when any shortcomings on the part of Bridge Case Management will be rectified. The Director, who acted as investigating officer for each specific complaint, will be responsible for signing off the action plan once completed and reporting the outcome to the remaining Directors.
- The risk register will be reviewed at least every 6 months with specific attention paid to the action plans to ensure they have been completed and signed off.

Training

It is the responsibility of the Executive Team to ensure that all staff are appropriately trained in the complaints procedure.

- Training on the complaints procedure will be included in the induction programme for all staff.
- All relevant staff will receive training on the complaints procedure at least annually.