

Complaints, Compliments and Feedback

Onyx Support encourages and are happy to receive feedback regarding the services we provide, obtained from all those we work with including employees, freelancers, service users, next of kin and external professionals and organisations. We welcome people telling us their opinion of our services to ensure we can maintain and develop services, identify what is working and what is not and focus on improving areas when necessary.

Feedback

Onyx Support will proactively seek feedback regularly through;

- Quality Questionnaires – sent to service users.
- Satisfaction Surveys – sent to employees, freelancers and volunteers.
- Team meetings
- Employee and freelancer supervisions and appraisals to discuss their current work
- Support review meetings – meetings with service users, their next of kin and external professionals where/when necessary.
- Multi-disciplinary team meetings – meetings with other external professionals involved in the support and care of our service users, if necessary.

Freelancers, service users, their next of kin and external professionals are able to contact Onyx Support at any time with feedback; this can be done via telephone or email (please see the contact details section at the end of this document or alternatively can complete the testimonials section via our website feedback page). Any contact will be forwarded to the most appropriate team member who will respond and act on the feedback received.

Compliments

It is just as important for us to receive positive feedback as well as complaints to help us identify what works and how we can develop the services to ensure they are effective to all. Compliments are valuable to us as they promote positive team development. All compliments that Onyx Support receive will be recorded and forwarded to the relevant member of the team, this will be discussed in their supervision. For quality auditing and assurance purposes, compliments are reviewed to identify good practice and ensure that we continue to develop this. You are able to make compliments via telephone, email or the online form.

Complaints

Onyx Support encourages anyone that is unhappy with services provided to contact us directly to report their concerns. Onyx Support understands that it can be difficult to complain or raise concerns so this feedback can be given to any team member that the person feels most comfortable talking to. Any complaints received will be managed in a professional and non-confrontational manner.

There are also some external agencies or professionals that people can contact to complain or raise concerns about Onyx Support for example, our quality assurance body Department of Education, or professional body (e.g. BACP).

Complaints can also be made anonymously in which case they will not be ignored; the same complaint procedure will be followed although it can be more difficult to resolve anonymous complaints to a satisfactory level and Onyx Support will be unable to give the complainant detailed or specific feedback on the outcome of their complaint.

Complaints received by a support worker

If a support worker receives a complaint or a concern from a service user, their next of kin or an external professional they must:

- Thank the person for their feedback and reassure them that the feedback is important.
- Agree with the person who the feedback will be passed onto e.g. A manager. This should be based on who the most appropriate team member is to respond to the feedback and the nature of the feedback.
- Serious concerns or potential safeguarding concerns must be reported to the Director, Nyomi Rosa.
- Once the feedback has been passed on, the Complaint Procedure outlined below will be followed.

Complaints received by an external professional or agency

If an external organisation or professional receives a complaint from someone about the services delivered by Onyx Support, they are encouraged to forward this complaint to Onyx Support through the office (please see the contact details section at the end of this document).

The details of the complaint will be passed to the relevant manager who will follow the Complaint procedure outlined below. External professionals can also complain or pass on a complaint to the Department of Education or a relevant professional body.

Complaints Procedure

Complaints may be made about the service Onyx Support provides or more generically about the overall ethos or approach of our organisation. Members of the Onyx Support team will endeavor to provide help and support to people with a disability who have a complaint and/or problem with other services which directly or indirectly affect their lives.

Onyx Support is aware that a complaint may be made verbally or in writing.

Upon receiving a complaint, Onyx Support will initiate the following steps:

- Verbal and/or anonymous complaints will be recorded on the complaints form and forwarded to the Manager, who will determine if any action can be taken and whether this is a matter that needs to be reported to an external organisation such as; local safeguarding teams and DfE.
- If the matter is referred to these organisations, the only investigative action Onyx Support will take is when instructed by Safeguarding Officer(s)/Police and/or DfE.
- It should be noted to Service Users, Onyx Support has the discretion to refer any complaint to an outside agency where Onyx Support assesses this as the appropriate action to take.

Stage 1 Complaints - Informal

1. If there is something a Service User/Next of Kin/External Professional (referred to as the Complainant) wishes to comment or complain about, we recommend that it may be useful and easier to discuss the issues with their Support Worker who will inform their manager and will make an entry into the Service User Log unless confidentiality is warranted.
2. Where possible, the Support Worker will try to resolve the problem informally with the Service User, with the manager's support.
3. However, if the complainant is not satisfied with the results of this discussion or does not feel able to talk to the Support Worker, the Complainant can ask to speak to a manager or to any other member of the team the Complainant feels comfortable talking to.
4. Alternatively, the Complainant could complete a Compliments, Complaints and Feedback form or instruct any person they feel suitable to support them to complete the form, this includes any member of Onyx Support team. Any member of staff can give the Complainant this form (on issuing the form, the receiver must

inform their manager). (This form is also on the Feedback page of our website www.onyxstudents.com/feedback)

5. The completed form should be returned to the manager and copied to the managing director on the same day of receipt.
6. Both the manager and the managing director will action the complaint and do all they can to resolve this informal complaint to the satisfaction of the Complainant.
7. The manager will respond to the complaint by telephone or email within 5 working days and aim to have reached resolution within 10 working days of receipt of the complaint. The line manager will endeavor to use the preferred method of contact to respond to a complaint where this has been stated.
8. All complaints and their resolutions, including informal complaints will be recorded and reviewed as part of quality auditing and monitoring.

Stage 2 Complaint – Formal

1. If the Complainant is not satisfied with the response, they have the right to make a formal complaint.
2. The complainant may either tell a member of staff, a Manager, or complete the Compliments, Complaints and Feedback form which can be found on our website.
3. The manager will appoint someone who has not previously been involved in the complaint, as an investigating officer within 5 working days of receiving the complaint.
4. The Complainant has the right to be advised who has been appointed and the right to object. However, the final decision on who will conduct the initial investigation rests with the manager.
5. The investigation may involve a visit to the Complainant to discuss the complaint in full. arrangements for a visit will always be pre-arranged with the Complainant.
6. Someone of their choice may accompany the Complainant during such a visit if they wish.
7. Onyx Support will seek to complete any investigation within 14 days of the appointment of the investigating officer, although this may not be possible for more complex complaints.
8. On completion of this investigation the Investigating Officer will feed the results back to the Complainant within 5 working days of the completion of the investigation.
9. The Complainant will also be given a written response to the complaint within this time frame.
10. If a complaint concerns the conduct of a freelancer or employee, the Disciplinary Procedures may be applied, if necessary. The formal outcome of a disciplinary process is confidential and will not be communicated in detail to the complainant.
- 11.** If the Complainant is unhappy with any aspect of the process or they remain dissatisfied with the final result of the complaint, they have the right to discuss this

with the manager who will consider the information and the results of the complaint provided by the investigation officer. The manager will feed back the results of the complaint within 5 working days.

12. The manager will be the ultimate point of appeal.
13. All complaints will be recorded and reviewed as part of quality auditing and monitoring. Onyx Support will record all complaints and their resolutions. Onyx Support are also required to inform some commissioners about complaints on a yearly basis.

Contact Details

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