



Jersey Care
Commission

www.carecommission.je

How to make a complaint

Who we are

The Jersey Care Commission is an independent body with legal responsibility to regulate and inspect care home, adult day care and home care provision in Jersey. We carry out regular inspections to ensure that care providers adhere to the relevant regulations and standards so that the care provided is safe, effective and compassionate.



About this leaflet

Usually, people do not have problems when using health or care services but sometimes things can go wrong. This leaflet explains what to do if you, a member of your family or someone acting on your behalf wants to complain about care which you have received from a regulated activity.

A regulated activity is a service registered with the Jersey Care Commission. Examples of regulated activities include care homes, day care centres as well



as care provided in your own home, sometimes referred to as care at home or domiciliary care. Regulated activities can be owned and operated by private individuals, by companies or by the Government of Jersey.

Making a complaint can be a difficult thing to have to do but sometimes it is necessary both to put things right and to reduce the chance of things going wrong in the future.



Complaints: key points



You have a right to make a complaint if you are unhappy about a service which you or your friend/relative has received.



You are able to make a complaint about any of the health and care services which the Jersey Care Commission regulates.



You should expect your complaint to be taken seriously; to be investigated and to receive a prompt and full response.

Most complaints are resolved successfully through direct contact with the care provider. All health and care providers must have a complaints process. You should ask for a copy of their complaints leaflet. This will tell you how the service deals with complaints, the process, timescales and contacts.

The Care Commission would expect you to have raised your complaint with the care provider first. The Commission would expect the care provider to treat your complaint seriously and to attempt to resolve matters to your satisfaction.

You may feel that the matter has not been resolved to your satisfaction, or that it is of such a serious nature that you wish to bring it to the attention of the Care Commission.

You can make a complaint in person, by phone, letter or by email.

You are also able to make a complaint about the Commission itself.

The process for making a complaint about either a regulated activity or the Care Commission is available on the Commission's website.



The types of complaint we deal with

A complaint might be about any aspect of the quality of care such as:

- Standards breached, or regulations not being met
- Care being delivered in a way which is not safe for the person or for the people in receipt of the service
- Evidence that the rights of a person receiving a service are not being upheld
- Behaviour, practice or conduct of staff
- Evidence that staff training is not being provided or is not of a good enough standard
- Concerns relating to the numbers of staff being inadequate to meet the particular needs of residents/those in receipt of services
- Concerns relating to the environment; use of equipment and concerns relating to moving and handling of people safely.

If your complaint is about a criminal matter, such as an assault on a resident or an allegation of abuse, the Commission will be obliged to pass this information on to other bodies such as the police and / or the Safeguarding Board.



How to complain

The Jersey Care Commission will encourage you to raise your concerns directly with the regulated service in the first instance. This is the best way to ensure that problems are resolved quickly.

However, we understand that sometimes this is not possible. Sometimes, a complaint has already been made to the service but the person making the complaint is not satisfied with the outcome.

The Commission will listen to your complaint and decide whether it falls within the scope of the Commission's complaints policy and procedure. We will keep in touch with you whilst your complaint is being addressed.

The Commission can request that a service provider undertakes a further investigation into a complaint. In some cases, it will be appropriate for the Commission to undertake a complaint investigation directly or to appoint someone with the necessary skills and expertise to act on our behalf. The law allows this to happen.

As every complaint is different, it is often not possible to provide a timescale as to when an investigation will be completed. However, the person making the complaint can expect regular updates and, wherever possible, time-scales will be provided.

Investigations: outcomes

When the Jersey Care Commission undertakes a complaint investigation it will make sure that all relevant facts are obtained and considered.

When the investigation is completed you will receive a written response.

There are two possible outcomes: that the complaint is either upheld or not upheld.

If a complaint is upheld, this means that the Commission has found evidence that something was wrong. If this happens, the Commission will let you know of any remedy or improvement the service has to make.

If a complaint is not upheld, although an investigation is complete, this means the Commission has not found enough evidence that something was wrong. If this happens, the Commission will let you know how this was decided.

The Commission can decide that some parts of a complaint are upheld, and others not upheld.

Making a complaint about the Commission

It is possible to complain about the Jersey Care Commission.

The Commission has a two-stage complaints process.

The Commission will try to resolve the complaint informally and, if that is not possible, will undertake a formal investigation and you will be provided with a written report.

If you are dissatisfied with the outcome of a formal investigation, the Commission will offer a second stage review by someone who was not involved in the initial investigation.



How to contact the Commission

Whether your complaint is about a regulated activity or is about the Care Commission, a complaint can be made:

Telephone: **01534 445801**
Email: **enquiries@carecommission.je**

By letter to: **The Chief Inspector,
Jersey Care Commission,
1st Floor, Capital House,
8 Church Street, St Helier,
JE2 3NN**

The Commission will make any necessary reasonable adjustments to receive, investigate and respond to any complaint. For people whose first language is not English the Commission can access a translation service. A complaint can also be made in an alternative format such as braille.

The full complaints policies are available online at: **www.carecommission.je/policies-and-legislation/**



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