




How to tell us there's an issue or make a complaint

Jersey Care Commission are here to check health and social care services in Jersey are safe, high quality and meet people's needs. We're responsible for Care providers who support children, young people and adults in Home Services, Care Homes, Social Work Services, Mental Health Services and more.



Sometimes things go wrong.
When they do, we want to hear about it so we can help services learn lessons and change things for the better.



Making a complaint



You can make a complaint:

- **About your care.**
- **For another person.** We will need their permission to investigate.
- **Anonymously.** You don't have to tell us who you are but being able to contact you helps us investigate the complaint better.

You can make a complaint by:



Meeting
with us



Telephone



Email



Letter.

1: Contact the care service

We encourage people to talk to the care service first. They have systems to deal with complaints and can put things right quickly. We won't do an investigation if they're doing one, but we can give you advice.



If you need help making a complaint or you're not sure about something, contact us.

We may be able to help you make your complaint to the service or tell you about other organisations who can help you.

2: Making a complaint

If you're not happy with their response or you don't want to contact the care service, you can make a complaint to us. We will need some facts about the issue like the names of anyone involved, any dates, the care service and what happened.



This is Milly.

She was unhappy with how her children's home cooked for her diet needs. She tried talking to them but felt they weren't listening. So, she emailed us with her complaint. We investigated and talked to the people involved. We found enough evidence to uphold her complaint.

We wrote a report, and the children's home have apologised, put staff on training and are improving how to prepare food for Milly and other young people.

3: Outcomes

We will write to tell you if your complaint is:

- **upheld** — we have found evidence that supports your complaint.
- **partially upheld** — we have found some evidence that supports your complaint.
- **not upheld** — we have not found enough evidence to support your complaint.

We write a **Report** about what we found, what happens next and if there's anything the service provider must do to **improve and put things right**.





Other useful information

Keeping people safe

If we have a concern about your safety, or someone else's, we will share information with social work services, the Jersey Safeguarding Partnership Board or the Police. We will always report crimes to the Police.

More than one issue ● ● ●

If the complaint is about more than one care service, we'll investigate them separately.

Timescales ● ● ●

You should let us know about a problem within 6 months. The quicker we know, the easier it is to get information about what happened and investigate. But we will consider complaints that happened longer than that.

Language support ● ● ●

We will make sure you have translation services if your first language isn't English.

Other care services ● ● ●

If a complaint is about a care service we're not responsible for, we'll tell you who to make the complaint to.

Sharing information ● ● ●

Sometimes we share information with the service so they can communicate with you to find ways to deal with the issue. Your privacy is important. We'll get your permission first. If you don't want us to share your details, we can be the main contact, keeping you up to date with the investigation.

Concerns ● ● ●

If you aren't happy with how we have investigated the complaint or the outcomes you can write to us and we will look at the decision again.



Making a complaint isn't a bad thing to do, you won't get in trouble for doing it!

We will listen to you, respect you and take your complaint seriously.





A complaint about our work – Jersey Care Commission

Most often, a complaint is about one of the services we are responsible for. If you do have a complaint about our work or a member of our staff...



We will try to deal with the issue and put things right as quickly as possible.



If you don't feel that worked, one of our senior officers will investigate.



They'll write a report and send it to you. If you're not happy with what they find.

 You have 3 weeks to ask for a review.



The review will be done by someone who wasn't part of the investigation. They will look at all the information and let you know if they agree with the report or if another investigation is needed.



If there is still an issue you can ask the Chief Minister of the Government of Jersey to look into it.



We make sure the person who deals with the complaint is different from the person involved in the issue.

They will treat you with respect and treat you fairly.



Top tips for making a complaint

Speak up as soon as you can

You should tell someone if something is wrong as soon as possible, while it's still fresh in your mind.



Plan what you want to say

You should write down who's involved, what happened and when it happened. This will help you stay to the point and make sure everyone has the facts.



Ask for help

Talk to someone you trust and ask them to help you. They can be with you when you complain. You can also use an interpreter or an advocate if you need to.



Be calm

Try to stay calm, even if you feel upset.



Ask

Ask as many questions as you like.



Keep notes

This will help you keep track of things. Write down who you speak to, what happens and when.




Thanks for reading this

To contact us or make a complaint:

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