

# Care home complaints Q&A

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All frontline staff at your care home should know what to do if they are approached with a complaint. This includes having a good understanding of their role and responsibility in reporting and resolving complaints raised with them, and in supporting people if they want to make a complaint. More senior staff with responsibility for the complaints process should have a deeper understanding of how the complaints handling procedure (CHP) at your care home works. Answering the questions below should help show you and your line manager where any gaps in your knowledge are. Once you've answered the questions, this training tool can be signed and dated and kept in your staff file for reference.

Before you start, you should either read the [Business Companion Care home complaints booklet](#) and your care home's CHP, or talk through the questions with your line manager first before writing down your own answers.

1. What is a complaint?

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2. Can you define what a safeguarding issue is, give three examples, and describe the procedure you must go through if a safeguarding issue is identified at your care home through your CHP?

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3. Can you explain what a criminal offence is, and list three examples that may occur in a care home?

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4. Can you list the five examples listed by the CMA that outline where your care home's CHP should be available from?

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5. Can you explain how the frontline resolution stage of your CHP works, and what kind of complaints it can resolve?

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6. Do you have any specific time limits to meet at the frontline resolution stage? If so, what are they?

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7. Can you explain what time limits have to be met within the investigation stage of your CHP?

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8. How should you deal with any delays that may be unavoidable when dealing with complex complaints?

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9. If a complaint has exhausted your CHP and remains unresolved, what must you do, and what information must you give to the complainant? Are there any time limits that should be communicated or honoured?

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10. Can you list examples of practices and behaviour towards complainants that are likely to be considered unfair under consumer law?

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Name:

Date:

Signature:

It is important that you keep your training up to date, and to re-train when a change is made to the law or your care home's CHP, to ensure that your knowledge and skill are always at the appropriate level to deal with complaints as and when they arise.