



BABICM Complaints Policy & Procedure

Policy Statement

Currently BABICM does not have any regulatory powers and as such has no means to hear complaints regarding individual members. Current membership of BABICM, whilst indicative of a person's willingness to work towards standards and guidelines set by the organisation is not a reference as to that person's capability or competence to carry out the role.

It is the intention that BABICM is able to respond to any person making a complaint with information that will enable the person making the complaint to resolve matters with the appropriate authority.

In the longer term BABICM together with CMSUK and VRA are working towards a process for ensuring all practicing members are registered with a professional body, which would allow them to deal with complaints in the first instance.

Procedure

If BABICM are approached with a complaint about one of their members the person making the complaint would be advised to first discuss their grievance directly with the BABICM member who is the subject of their complaint. It is good practice for BABICM members or the Company that they work for to have a complaints procedure in place and this should be obtained and followed. The person making the complaint should therefore obtain the relevant complaints policy and procedure from the individual BABICM member or the Company they work for.

If the BABICM member is a case manager who has been sourced by a Deputy, then the complaint could be referred towards the deputy.

If the case manager or company they work for is registered with the CQC (Care Quality Commission) and the complaint is in receipt of the provision of care the complainant should follow the CQC complaints procedure. It should be noted that unless there are safeguarding issues involved, CQC will also generally recommend approaching the individual in the first instance.

Should this not reach satisfaction, then, and if the person is said to be in breach of the code of conduct of their professional body, then a complaint may be made to that professional body.



If the complaint is more serious in nature, it may well be that an issue has been raised regarding a statute and legal advice may be required and or the police informed. The individual making the complaint must source legal advice independently.

If there are serious safeguarding issues, these must be immediately brought to the attention of the local safeguarding team by the person making the complaint. The contact number can be obtained by telephoning the Local Authority Services. They will also be acting within their policy on receipt of complaints about safeguarding issues.

Angela Kerr
Chair of BABICM
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