

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Comments and Complaints in Adult Care

Unit Reference Number: T/652/0822

Level: Five (5)

Credit Value: One (1)

Minimum Guided Learning Hours: 8

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand the management of comments and complaints	1.1 Evaluate the relationship between the management of comments and complaints, risk management and safeguarding 1.2 Interpret regulatory requirements, codes of practice and guidance for managing comments and complaints 1.3 Assess why those using services and others may be reluctant to raise comments or make complaints 1.4 Evaluate attitudes and approaches that ensure comments and complaints can prompt continuous improvement of the service
2. Be able to lead practice in listening and responding to comments and complaints	2.1 Support team members to understand systems and procedures that ensure individuals' comments and complaints are listened and responded to 2.2 Ensure accessible information and support is in place to enable, empower and encourage individuals and others to raise and follow up on comments and complaints 2.3 Implement open and transparent systems and procedures that compassionately address and respond to comments and complaints within agreed time frames 2.4 Learn from comments and complaints to drive improvements to the service

Assessment Requirements

This unit must be assessed in accordance with Skills for Care & Development assessment principles guidance.

This is a knowledge and skill-based unit.

Knowledge evidence may be generated outside of the work environment, but the final assessment and decision must show application of knowledge within the real work environment.

Learning Outcome 2 is skill based, and primary evidence throughout the qualification should include observation of direct practice in the workplace in actual person.

It is acknowledged that remote observations could be used in appropriate circumstances, as an approach to enrich, enhance and triangulate main direct observations which have been carried out. Remote observations should not be planned and used as the primary approach. Safe and reliable approaches to use of remote technologies in the assessment process must be agreed with Open Awards prior to use. This should include how the privacy, dignity and confidentiality of any individual will be protected and robust evidence recording and storage protocols.