

## GUARANTEE OF BEST PRACTICE SERVICES

### HOW DO WE PROMOTE GUARANTEE OF SERVICE?

#### Monitoring

We use the Internal Case File Audits to fulfill these monitoring responsibilities. We use a standard audit tool to review randomly selected case files, to provide consistency. This is done on a monthly basis. A copy of the standard audit tool is given to each manager prior to the on-site audit. Monitoring can also entail ongoing monitoring of a new staff member and existing staff members, to provide safeguards for persons-in-care, while the staff member is building up the necessary experience and expertise.

Managers from Jesse's Voice Limited may also attend day placement locations, employment locations and other locations where support to persons-in-care is not being provided 'in-house'; to monitor compliance with conditions of authorities and variations, especially where there are unusual risks.

We are open to officers from funding bodies to visit and conduct on-site audits.

#### Education

Jesse's Voice Limited will provide on going information sessions and formal training about care, standards, procedural issues and issues affecting persons-in-care. These are open to staff members and significant others.

#### Keeping You Informed

We provide a range of publications through out the year to keep you informed of legislative changes and new policies and developments within Jesse's Voice Limited and international/national care scene.

#### Internet Services

We use the Internet for effective communication and to provide access to a wide range of information. Our website has a comprehensive range of information, publications and updates on what is new within Jesse's Voice Limited. Jesse's Voice Limited website provides easy to read information as well as interactive and innovative ways of discussing ideas and issues. Our web address is [www.jessesvoice.org](http://www.jessesvoice.org)

### WHAT CAN YOU EXPECT?

If you email or write to us, we will respond within 10 working days. We aim to return 100% of all telephone enquiries within 24 hours.

#### Complaints Handling

Jesse's Voice Limited accepts complaints about staff conduct and about any of our services. You are encouraged to discuss the matter with the Friendship and Families Director in the first place, then to follow procedures set out on our website. We aim to finalize complaints about staff and services within 28 days of receiving them. Some complaints may take longer due to the complexity of issues involved.

#### Guarantee Of Service Standards

- We will endeavor to always provide accurate, consistent information and advice in a polite and courteous manner.
- We will respond to telephone enquiries within 24 hours.
- We aim to reply to 85% of correspondence within two weeks. Complex matters may take longer to finalize, but an interim reply will be issued if this is the case.
- A contact name and telephone number will be provided in all correspondence.
- A correspondence number will be provided.
- A complaint number will be provided.
- We will undertake systematic reviews of our website on a quarterly basis.

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