



# Complaints Policy

This policy sets out our company's approach to receiving and responding to complaints about our services. When someone makes a complaint, it is because they are unhappy with the service we provide. We are a learning organisation; we value feedback as it helps us to continually improve the quality in everything we do.

## It is our Policy to:

- Create a culture that encourages people to feedback their experiences, both good and bad.
- Use complaints as an opportunity to learn and to improve our services.
- Ensuring that it is easy for people to make a complaint.
- Treat those who complain with respect and courtesy and expect our employees to be treated in the same way.
- Maintain confidentiality.
- Seek to resolve complaints quickly and informally where possible.
- Help the people we support to make complaints.
- Make sure that people who complain get a timely response.
- Keep people informed about our progress dealing with their complaint.
- Thoroughly investigate complaints.
- Cooperate with other organisations where this is necessary to resolve a complaint.
- Refuse to deal with anonymous, malicious, frivolous, vexatious, or unreasonably persistent complaints.
- Let people know what they can do if they are not satisfied with the outcome of a complaint.
- Ensure that the complaints process works alongside our other policies, e.g. safeguarding.
- Say sorry when we get things wrong.
- Act on the outcomes of complaints to put things right.
- Manage complaints in line with *Statutory Instrument 2009 No 309 – The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009*
- Regularly review our complaints policy and procedure to ensure that it remains in line with the law and best practice.