



## Complaints and Compliments Policy and Procedure

CARERS' HANDS H C A LTD

Company Number: 12398073

Registered Office: 39 Crossley Place, Southampton, SO15 2EX

Policy Owner: Registered Manager

Policy Reviewed: June 2025

Next Review Due: June 2026

Version: 1.0

### 1. Purpose

To ensure that all complaints, concerns, and compliments received by CARERS' HANDS H C A LTD are responded to promptly, fairly, and in a way that promotes learning, transparency, and continuous improvement.

### 2. Scope

This policy applies to all staff, service users, family members, advocates, and other stakeholders who wish to give feedback on our services.

### 3. Policy Statement

We welcome feedback and view complaints as opportunities to improve our services. Compliments are shared to recognise good practice and boost morale.

### 4. Legal and Regulatory Framework

- CQC Regulation 16: Receiving and Acting on Complaints
- Health and Social Care Act 2008
- Local Authority Social Services and NHS Complaints Regulations 2009
- Human Rights Act 1998

### 5. Making a Complaint

- Complaints can be made verbally, in writing, or via email
- We accept complaints from service users, representatives, and external parties
- Information about how to complain is made available in user-friendly formats



## 6. Complaint Handling Process

1. Acknowledge within 3 working days
2. Investigate within 28 calendar days (or sooner if urgent)
3. Respond in writing with outcome and actions taken
4. Provide contact details for escalation (e.g., Local Government Ombudsman, CQC)

## 7. Compliments

- Compliments are recorded and shared with staff
- Highlighted in supervision and team meetings
- Used to identify good practice and replicate success

## 8. Roles and Responsibilities

- All staff must report any complaints received
- Registered Manager oversees investigation and response
- Lessons learned are shared across the team and reflected in service improvements

## 9. Confidentiality and Accessibility

- Complaints are handled sensitively and confidentially
- Anonymous complaints are considered
- Alternative languages or formats are provided when requested

## 10. Monitoring and Learning

Complaints and compliments are reviewed monthly by management and annually for trends. Findings inform quality improvement and staff training.

## 11. Review, Audit and monitoring

This policy and procedure will be monitored and reviewed **at least annually**, or earlier if changes in legislation, regulation, or best practice occur or monitored through audits, and service user feedback.

Regular audits will be undertaken to ensure ongoing compliance with Care Quality Commission (CQC) requirements and the internal quality assurance framework of CARERS' HANDS H C A LTD.

For a full copy of this policy and related procedures, or to request it in an alternative format or language, please contact:



- ☐ Call the Office: 07535 8524917
- ☐ Email: [carershandsagency@gmail.com](mailto:carershandsagency@gmail.com)

### **Signature and Declaration**

Signed:

Chanyuka Dhlakama

Designation: Registered Manager

Date: 01/06/2025

Next Review Due: 01/06/2026

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