Complaints Policy

Document Control

Policy Title	**Complaints Policy**
Policy Number	CP1
Version	1.0
Approved By	Charmaine Gordon – Director & Registered Manager
Author	Maurice Cole
Effective Date	01 July 2026
Review Date	01 July 2027
Review Frequency	Annually or sooner if required

CQC Fundamental Standards

Legislation	**Details**
Regulation 16: Receiving and Acting on Complaints	EverKind Care Solutions Ltd will maintain an accessible system for receiving, recording, investigating and responding to complaints, and will use complaints as an opportunity to improve the quality and safety of services.

Key Questions, Quality Statements and I Statements

Key Question	**I Statement**	**How this applies to Complaints**
Responsive	*I know how to raise a concern or make a complaint and I am confident it will be listened to and acted upon.*	EverKind Care Solutions Ltd encourages feedback and complaints and responds fairly, promptly and openly to improve the quality of care.
Well-Led	*I receive safe, high-quality care because the service is well-led.*	Complaints are investigated, recorded, monitored and used to improve services through governance and quality assurance processes.

This Policy should be read in conjunction with our:

- Data Protection Policy
- Duty of Candour Policy
- Governance Policy
- Quality Assurance Policy
- Record Keeping Policy
- Risk Assessment Policy
- Safeguarding Adults at Risk Policy
- Whistleblowing Policy

Relevant Legislation

- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Care Act 2014
- Equality Act 2010
- Human Rights Act 1998
- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)

Policy Statement

EverKind Care Solutions Ltd welcomes complaints, concerns, compliments and feedback as valuable opportunities to improve the quality of our services.

We are committed to ensuring that all complaints are handled fairly, openly, promptly and respectfully. We aim to resolve concerns at the earliest opportunity wherever possible while ensuring that complainants are listened to, treated with dignity and kept informed throughout the process.

Making a complaint will not affect the quality of care or support an individual receives.

Purpose

The purpose of this policy is to:

- provide an accessible complaints process;
- encourage people to raise concerns without fear;
- investigate complaints fairly and consistently;
- identify learning and service improvements;
- comply with Regulation 16 and relevant legislation.

Scope

This policy applies to:

- Service users
- Relatives and representatives
- Advocates
- Staff
- Professionals
- Commissioners
- Members of the public

Who Can Make a Complaint?

A complaint may be made by:

- the service user;
- a relative or representative (with appropriate consent where required);
- an advocate;
- a member of staff;
- another professional;
- any person affected by the services provided by EverKind Care Solutions Ltd.

How to Make a Complaint

Complaints may be made:

- verbally;
- in writing;
- by telephone;
- by email;
- during a home visit.

Contact details

Registered Manager
Charmaine Gordon

Telephone: 0333 240 8028

Email: complaints@everkindcaresolutions.co.uk

Trading Office:
EverKind Care Solutions Ltd
Office 5A, Safestore
Birchley Roundabout
Birchfield Lane
Oldbury
B69 1DT

Information about how to complain will be made available in accessible formats where required.

Complaints Procedure

When a complaint is received EverKind Care Solutions Ltd will:

1. Acknowledge the complaint within **3 working days**.
2. Record the complaint.
3. Assess whether immediate action is required.
4. Investigate the complaint objectively.
5. Keep the complainant updated if the investigation takes longer than expected.
6. Provide a written response explaining:
    - the findings;
    - any action taken;

    - any lessons learned.
7. Record the outcome.
8. Monitor improvements through governance processes.

Where possible, we aim to provide a full response within **20 working days**. If additional time is required, the complainant will be informed and given a revised timescale.

Complaints Involving Safeguarding

Where a complaint identifies possible:

- abuse;
- neglect;
- poor practice;
- criminal activity; or
- immediate risk,

the matter will also be managed in accordance with the Safeguarding Adults at Risk Policy and referred to the appropriate authority where necessary.

Confidentiality

Complaints will be handled confidentially and information will only be shared where necessary for the purposes of investigating the complaint or where required by law.

Learning from Complaints

EverKind Care Solutions Ltd is committed to learning from complaints.

Complaints will be reviewed to:

- identify trends;
- improve policies and procedures;
- improve staff training;
- reduce future complaints;
- improve the quality of care.

Learning outcomes will be incorporated into the organisation's governance and quality assurance processes.

Roles and Responsibilities

Registered Manager

Responsible for:

- investigating complaints;
- responding to complainants;
- ensuring complaints are resolved fairly;
- implementing improvements;
- monitoring trends.

Operations & Compliance Coordinator

Responsible for supporting the Registered Manager by:

- maintaining the complaints log;
- coordinating documentation;
- monitoring actions;
- identifying trends;
- supporting quality improvement.

Nominated Individual

Responsible for:

- governance oversight;
- monitoring complaint trends;
- ensuring sufficient resources are available to support improvements.

All Staff

Must:

- respond appropriately to concerns;
- report complaints promptly;
- cooperate with investigations;

- treat complainants respectfully.

Escalating a Complaint

If the complainant remains dissatisfied, they may contact:

Local Government and Social Care Ombudsman

Telephone: 0300 061 0614

Website: https://www.lgo.org.uk

People may also share concerns about the service with the **Care Quality Commission (CQC)**:

Telephone: 03000 616161

Website: https://www.cqc.org.uk

The CQC does not usually investigate individual complaints but uses information received to help monitor the quality and safety of services.

Monitoring and Governance

The Registered Manager is responsible for monitoring complaints and ensuring appropriate action is taken.

This includes:

- reviewing complaint trends;
- monitoring response times;
- reviewing investigations;
- identifying learning;
- updating policies where required;
- reporting improvements through governance and quality assurance processes.

Learning Outcomes

After reading this policy, staff should be able to:

- recognise a complaint;
- respond appropriately to concerns;

- understand the complaints process;
- support complainants;
- contribute to service improvement.

Authorisation

This Complaints Policy is the authorised version approved by EverKind Care Solutions Ltd and forms part of the organisation's governance framework.

The policy supports compliance with the **Health and Social Care Act 2008 (Regulated Activities) Regulations 2014**, including **Regulation 16 (Receiving and Acting on Complaints)**, and sets out EverKind Care Solutions Ltd's approach to receiving, investigating, responding to and learning from complaints to improve the quality and safety of its services.

All employees, agency workers and any other individuals working on behalf of EverKind Care Solutions Ltd are required to read, understand and comply with this policy. Failure to follow this policy may result in disciplinary action and, where appropriate, referral to relevant regulatory or professional bodies.

Approved by:
Charmaine Gordon
Director & Registered Manager