



Complaints, Concerns & Complaints - Policy

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14/01/26	14/06/26
Policy Owner	Policy Director Lead
Head of Safeguarding and Governance	Chief Quality Officer

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Printed on: _____ (Date) By: _____ (Name)
Signature: _____

1 Policy Introduction

This policy is in place to ensure that all people who use our services, their families or carers, visitors and contractors have the ability to submit a compliment, concern or complaint concerning what they have witnessed in service, or raise a concern, all of which can help improve the lived experience of those we support, colleagues, contractors and visitors.

2 Policy

2.1 We Will

Take all concerns and complaints seriously, follow our procedures, and aim to learn and review procedures to prevent the same issue from happening again.

Ensure this policy and guidance is available to relevant stakeholders, including; people we support or their representatives (e.g. family, carers, and advocates), all employees, visitors and contractors.

Use resources and tools to make this policy and guidance as accessible as possible for anyone who wishes to use it.

Ensure there are understandable procedures to follow when receiving a compliment, concern or complaint.

Ensure those who are set to receive and handle compliments, concerns or complaints have had relevant training and mentoring to be able to do this.

Support the people to make complaints in regard to third parties not employed by Hesley Group.

Ensure there is information displayed, available on our website and given out across each service to enable those to be able to submit a compliment, concern or complaint.

Share compliments that are made to those it concerns in a manner to show positive feedback and give praise to those who have been recognised for their good work.

2.2 You Will

Managers will:

- Ensure information is placed around the service for all to be able to access at all times.
- Work with those that are supported within the service to provide an accessible version of the information.
- Ensure you are aware of procedures to follow, in the event you receive a compliment, concern or complaint.
- Ensure the timeframe defined in the procedures are followed, where there are delays you will need to keep the complainant informed.
- Share with staff any compliments received.
- Ensure you record any resolutions reached and lessons learned within the response letter to the complainant, as well as implementing these where required.
- Consider whether a person we support requires an advocate to support them through the compliments, concerns or complaints process.

- Assess whether adverse behaviour by a person we support should be interpreted as a compliment, concern or complaint.

All colleagues will:

- Understand the, compliments, concerns and complaints process, as well as making those they support and their families/representatives aware of it.
- Ensure that those they support who wish to make a compliment, concern or complaint are supported positively to do so.

3 Monitoring and Compliance

The Quality Team will track any compliments, concerns or complaints that are submitted to ensure they are appropriately handled through the current processes and review where appropriate to be able to improve the service provided by the organisation.

Information regarding compliments, concerns and complaints is reported to the Hesley Group Board on a monthly basis, and to the Hesley Group Quality Board on a quarterly basis. The Hesley Group Quality Board reviews and scrutinises the information provided ensuring lessons are learned.

4 Related Legislation and Guidance

The Health and Social Care Act (2008) Regulation 16, requires providers to have a system in place for people to be able to make a complaint about the support they receive; this system needs to be accessible for all accessing the service and needs to be able to identify, receive, handle and respond to complaints by investigating them thoroughly and then taking action where failures have been found.

The Equality Act (2010) ensures that everyone, regardless of what makes them different e.g. disability, should be treated equally and fairly alongside others around them, hence every individual should have the ability to submit a complaint or concern and should have the ability to do this through an accessible manner best suited to their needs.

5 Other Policy References

Should anyone be worried about a person we support's welfare they should follow the safeguarding policies [P&S 2.1](#), [P&S 2.1SL](#), or [P&S 2.1MC](#).

Should an employee have a concern they wish to submit regarding anything within the service they work at or regarding somebody they support or work with, staff can use the Speaking Up Policy [Corp 5.1](#).

Should an employee have an issue with regards to the conduct of a colleague, depending on what their issue is, there is the Bullying and Harassment at Work Policy [Per 7.3](#), and Grievance Procedure [Per 7.1](#).

6 Training Consideration

All staff are made aware whilst on induction and throughout refresher training that they are advocates themselves for the individuals they support, and in such, should be ready to support those individuals to use their voice by using this system to deliver both negative and positive feedback.

Management are all made aware of processes and procedures in place when receiving a compliment, concern or complaint.



7 Associated Documents

- 7.1 Compliments, Concerns and Complaints Practice Guidance, Corp 10.1.1
- 7.2 Compliments, Concerns and Complaints Procedure, Corp 10.1.2
- 7.3 Template letter 1, Corp 10.1.3
- 7.4 Template letter 1a (Non-Qualification letter), Corp 10.1.3a
- 7.4 Template letter 2, Corp 10.1.4
- 7.5 Template letter 3, Corp 10.1.5
- 7.6 Complaints Leaflet, Corp 10.1.6
- 7.9 Compliments, Concerns and Complaints - Easy Read, Corp 10.1.7

8 Appendices

- 8.1 Corporate and Quality Governance in Hesley Group - Policy, Corp 1.1
- 8.2 Speaking Up - Policy, Corp 5.1
- 8.3 Being Open – Duty of Candour - Policy, Corp 8.1
- 8.4 Safeguarding in Supported Living – Policy, P&S 2.1SL
- 8.5 People's Rights and Having a Say - Policy, P&S 5.8
- 8.6 Grievance - Procedure, Per 7.1
- 8.7 Bullying and Harassment - Policy, Per 7.3
- 8.8 Safeguarding Adults at Risk - Policy, P&S 2.1
- 8.9 Safeguarding Adults at Risk Policy – Mercury College, P&S 2.1D
- 8.10 Information Sharing and Confidentiality - Policy, P&S 2.4
- 8.11 CQC Fundamental Standards and Health and Social Care Regulations 2014 (amended 2015)
<http://www.cqc.org.uk/content/regulations-service-providers-and-managers>
- 8.12 Equality Act (2010)
<http://www.legislation.gov.uk/ukpga/2010/15/contents>
- 8.13 Mental Capacity Act (2005)
http://www.legislation.gov.uk/ukpga/2005/9/pdfs/ukpga_20050009_en.pdf
- 8.14 Local Government & Social Care Ombudsman:
<https://www.lgo.org.uk/adult-social-care/resources-for-care-providers>
- 8.15 Host authority contact details, P&S 2.1.7

