



Complaints and Feedback Policy

Purpose

Dragon Care is committed to delivering high-quality, respectful and person-centred support. We value feedback as an essential part of learning and improving our services. This policy sets out how people can raise concerns, make complaints, and share compliments or suggestions, and how Dragon Care will respond.

We aim to ensure that all feedback is:

- Welcomed and taken seriously
- Handled promptly and fairly
- Used to improve the quality of our services
- Accessible to everyone

Raising a concern will never result in a person being treated differently or unfairly.

1. Who Can Use This Policy?

This policy applies to:

- People we support
- Families, carers and advocates
- Staff and volunteers
- Partners and members of the public

Feedback can be provided verbally, in writing, by email, by phone, or with support from a staff member or advocate.

2. What Can Be Raised?

You can use this process to:

- Make a complaint about any aspect of our service

- Raise a concern or worry
- Suggest an improvement
- Share a compliment or positive experience

Safeguarding concerns should be raised immediately and will be managed under Dragon Care's Safeguarding Policy.

3. How to Raise a Concern or Complaint

You can:

- Speak to a member of staff or the Service Manager
- Email or write to Dragon Care
- Ask a staff member to support you to share your concern
- Ask a family member or advocate to raise it on your behalf

All complaints and concerns will be logged and acknowledged.

4. Our Response Times

- We will acknowledge all complaints **within 2 working hours** (or by the next working day if received out of hours).
- We aim to resolve concerns informally within **2 working days** where possible.
- Where investigation is required, we will provide a written response within **10 working days**, or agree a longer timescale if needed.

You will be kept informed throughout the process.

5. How We Handle Complaints

All complaints are handled in a fair, transparent and proportionate way.

- Initial concerns are reviewed by the **Service Manager**
- Where a matter cannot be resolved locally, or where the issue relates to safeguarding, quality or risk, it is escalated to the **Director of Operations**
- The person raising the concern will be informed of:
 - What we have found
 - What actions we are taking
 - Any changes made as a result

We will always aim to resolve issues collaboratively and respectfully.

6. Learning and Improvement

Dragon Care uses feedback to improve services. We:

- Record all complaints, concerns and compliments
- Review themes and trends
- Share learning with staff
- Update training, practice and policies where needed
- Include actions in Quality Improvement Plans

This ensures that feedback leads to real, lasting improvement.

7. Support and Accessibility

We will:

- Provide information in accessible formats
- Support people to raise concerns
- Allow advocates or family members to assist
- Use clear, plain language
- Respect communication needs

Everyone has the right to be heard.

8. If You Are Not Satisfied

If you are unhappy with the outcome, you may request a review by the Director of Operations. We will explain any further options available to you, including external routes where appropriate.

This policy reflects Dragon Care's commitment to openness, dignity, and continuous improvement. We believe that listening is central to delivering safe, meaningful and high-quality support.

Signed on behalf of Dragon Care

Role: Operations Director

Signature: *Hayley Ostler*

Date: 1st January 2026

Review Date: 1st January 2027