



EXE EAR CARE

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POLICY TITLE – Complaints Process

POLICY NUMBER – 014

Date authored – 24/09/2024

Next review – 23/09/2025

REFERENCE

- A. [General Data Protection Regulation \(GDPR\)](#)
- B. [CQC – Contact us](#)

INTRODUCTION

1. At Exe Ear Care, we are committed to providing high-quality healthcare services to our clients in the comfort of their own homes or care homes. We strive to ensure that all clients are satisfied with the care they receive. However, we recognise that there may be occasions when clients, their families, or representatives are not fully satisfied with our services. This Complaints Policy outlines how we will handle such concerns in a fair, efficient, and respectful manner.

PURPOSE

2. The purpose of this policy is to ensure:
 - a. That all complaints are taken seriously and dealt with promptly and professionally.
 - b. That complaints are handled in a manner that respects confidentiality and is free from any form of discrimination or bias.
 - c. That we continuously improve the quality of our services based on the feedback and concerns raised by our clients.

WHO CAN MAKE A COMPLAINT?

3. Complaints can be made by:
 - a. The client themselves.
 - b. A family member or representative of the client.
 - c. A care home staff member, if the service is delivered in a care home.
4. Complaints can be made on behalf of a client, provided that the client has given their consent, where possible.

HOW TO MAKE A COMPLAINT

5. We aim to make the complaints process as simple and accessible as possible. Complaints can be made in the following ways:
 - a. Verbally: You can raise your concerns directly with the healthcare professional visiting your home or care home.
 - b. By phone: Contact our office on 07533 126317.
 - c. In writing: Send your complaint to info@exeearcare.com.
6. If you require assistance in making a complaint, such as support with language or a disability, please let us know, and we will do our best to accommodate your needs.

TIMEFRAME FOR MAKING A COMPLAINT

7. Complaints should be made as soon as possible after the incident, ideally within 6 months. This allows us to properly investigate and resolve the issue while details are still fresh. However, complaints made after this period will still be considered if there are valid reasons for the delay.

PROCEDURE FOR HANDLING COMPLAINTS

8. Acknowledgement: Upon receiving your complaint, we will acknowledge it in writing within 3 working days.
9. Investigation: A thorough investigation will be conducted by a senior member of our team. We may contact you to gather more information or to clarify details.

10. Resolution: We aim to resolve all complaints within 20 working days. If more time is needed, we will inform you of the reasons for the delay and provide a new timeframe.
11. Outcome: Once the investigation is complete, we will provide you with a written response detailing the findings and any actions we have taken or plan to take.

CONFIDENTIALITY

12. All complaints will be treated with the utmost confidentiality. Information will only be shared with those directly involved in the investigation and resolution process. Exe Ear Care will comply with all data protection regulations, including the General Data Protection Regulation (GDPR), to ensure that personal information is handled appropriately.

UNRESOLVED COMPLAINTS

13. If you are not satisfied with the outcome of your complaint, you may request a review of the decision where your complaint will be re-evaluated and provide a final response within 10 working days.
14. If you remain dissatisfied, you can escalate the complaint to the following external bodies:
 - a. Local Authority: Contact your local authority's adult social care department.
 - b. Care Quality Commission (CQC): You can raise concerns with the CQC if you believe that our service does not meet regulatory standards. Contact them at the link above.

CONTINUOUS IMPROVEMENT

15. Exe Ear Care is committed to learning from complaints. We regularly review all feedback to identify any patterns or recurring issues, and we take steps to improve our services where necessary.

CONTACT INFORMATION

16. For any complaints or further information regarding this policy, please contact:
 - a. Exe Ear Care CEO
 - b. Telephone: 07533 126317
 - c. Email: info@exeearecare.com

AUTHORITY

This policy was written today the *24th September 2024* and is enacted with immediate effect. All directors and employees of Exe Ear Care are to follow the guidance and direction within.

A handwritten signature in black ink, appearing to read 'R. J. Toon', with a long, sweeping underline.

R. J. Toon
CEO.