

Complaints Policy

stABILITY Stavordale House, 6 Stavordale Road, Weymouth, Dorset, DT4 0AB

Date of Issue: 19/6/2025 Review Date: June 2026

1. Policy Statement stABILITY is committed to providing high-quality services. We recognise that sometimes things go wrong and we welcome feedback, including complaints, as an opportunity to learn and improve. We aim to handle all complaints fairly, promptly, and with respect for the rights and dignity of all involved.

2. Purpose This policy outlines how members (service users), families, carers, staff, and external stakeholders can raise concerns or make complaints about our services and how those complaints will be handled.

3. Scope This policy applies to:-
Service users and their representatives- Visitors, staff, contractors, and volunteers- Members of the public interacting with our services

4. Definitions - Concern: An issue or dissatisfaction raised informally, not requiring a formal process.- Complaint: A formal expression of dissatisfaction with the service, staff conduct, or processes.

5. Principles - Everyone has the right to complain without fear of discrimination or reprisal.- Complaints will be acknowledged within 3 working days.- A full response will be provided within 20 working days, or an update given if more time is needed.- Complaints will be investigated thoroughly, objectively, and confidentially.- Outcomes and any resulting actions will be clearly communicated.- Complaints will be recorded and monitored to improve services.

6. How to Make a Complaint Complaints can be made:- In person to any member of staff- By phone: Angie Lambert 07305155146 / Vicky Gordge 07743432809 / Connor Doherty 07585189259- By email: info@stabilitydorset.com- In writing: Stavordale House, 6 Stavordale Road, Weymouth, Dorset DT4 0AB If someone needs help to make a complaint, support will be offered, including access to advocacy services if required.

7. Stages of the Complaints Process Stage 1 – Informal Resolution Where possible, concerns should be raised with a member of staff or manager as soon as possible to enable quick resolution. Stage 2 – Formal Complaint If informal resolution is not satisfactory, a formal complaint can be submitted in writing or verbally. It will be acknowledged within 3 working days and investigated by a manager or appointed investigator. Stage 3 – Review or Appeal If the complainant is not satisfied with the outcome, they can request a review by a senior manager or designated complaints lead.

8. External Review If the complaint is still not resolved to satisfaction, it can be referred to an external agency such as:- The Local Government and Social Care Ombudsman (LGSCO) Website: www.lgo.org.uk Tel: 0300 061 0614- Care Quality Commission (CQC) – for concerns about safety or regulatory compliance Website: www.cqc.org.uk

9. Confidentiality All complaints will be handled confidentially and in accordance with data protection legislation. Only those directly involved will be informed.

10. Monitoring and Review Complaints will be logged and reviewed regularly to identify patterns and ensure continuous improvement. This policy will be reviewed annually.

Policy Approval

Signed: _____

Name: Vicky Gordge / Angie Lambert / Connor Doherty

Position: Partners

Date: 20/6/25