



Receiving and Acting on Complaints Policy

Gentle hands Home Support Limited

1. Introduction

At **Gentle Hands Home Support Limited**, we are committed to providing high-quality support services that meet the needs of our service users. We recognise that feedback, including complaints, is essential to improving our services and ensuring the safety, dignity, and satisfaction of those we support.

This policy sets out our approach to handling complaints efficiently, fairly, and transparently, ensuring that all concerns raised by service users, their families, or representatives are taken seriously and addressed promptly.

2. Purpose

The purpose of this policy is to:

- Provide a clear framework for managing complaints effectively.
- Ensure that service users, families, and representatives feel confident in raising concerns without fear of negative consequences.
- Maintain transparency and accountability in handling complaints.
- Improve the quality of care by learning from complaints and implementing necessary changes.

This policy applies to all staff, including support workers, managers, administrative personnel, and volunteers, who must understand and adhere to the procedures outlined.

3. Our Commitment to Handling Complaints

At **Gentle Hands Home Support Limited**, we view complaints as opportunities to improve our services. We are committed to:

- **Listening to concerns** with empathy and professionalism.
- **Providing multiple channels for complaint submission**, including verbal, written, email, and online platforms.
- **Investigating complaints thoroughly**, ensuring a fair and objective process.
- **Keeping complainants informed** about the progress of their complaints.
- **Resolving complaints promptly**, within the timeframes set out in our procedures.
- **Learning from complaints** by identifying trends and making improvements to prevent recurrence.

4. Who Can Make a Complaint?



Complaints can be made by:

- **Service users** receiving support services from our service
- **Relatives, friends, or advocates** acting on behalf of a service user.
- **Staff members** who wish to raise concerns about the quality of support.
- **Healthcare professionals or external organisations** with concerns about our service.

Complaints may be made anonymously, though a lack of details may limit our ability to investigate thoroughly.

5. How Complaints Can Be Made

We ensure that our complaints process is **accessible and straightforward**. Complaints can be made through various channels:

- **Verbally** to the Manager or Safeguarding Lead
- Inform the Manager **by email**: j.watmore@gentlehandshomesupport.co.uk
- **Call the office** and inform the Manager or Safeguarding Lead: 07368 489346
- Out of hours **phone number**: 07368 489346

All complaints will be acknowledged within **three working days**.

6. Complaint Handling Process

6.1 Acknowledging the Complaint

Upon receipt of a complaint, we will:

- **Acknowledge it within three working days**, confirming receipt and outlining the next steps.
- Start the investigation.

6.2 Investigation Process

A fair and impartial investigation will be conducted, which may include:

- **Reviewing support records and policies** relevant to the complaint.
- **Speaking with involved staff members** to understand the circumstances.
- **Engaging with the complainant** to clarify concerns and expectations.

Investigations will be completed within **20 working days**, unless further time is required, in which case the complainant will be informed.

6.3 Response and Resolution

Following the investigation:



- A **formal response will be provided in writing**, outlining findings, actions taken, and any remedial measures.
- If the complainant is satisfied, the case will be closed.
- If further concerns remain, the complainant will be informed of their right to escalate the issue.

6.4 Escalation of Complaints

If the complainant is dissatisfied with the outcome, they may escalate the complaint to:

- **Senior management within Gentle Hands Home Support Limited:** Email – j.watmore@gentlehandshomesupport.co.uk
- **Local Authority Adult Safeguarding Teams:** Nottingham City Council, Link: www.nottinghamshire.gov.uk for concerns related to abuse or neglect.
- **The Care Quality Commission (CQC) – Call 03000 616161**, though they do not investigate individual complaints. (We currently do not provide any regulated services)

7. Learning from Complaints

We view complaints as valuable feedback and use them to drive continuous improvement. To ensure lessons are learned, we:

- **Analyse complaint trends** to identify recurring issues.
- **Review policies and procedures** to prevent future occurrences.
- **Provide additional staff training** where necessary.
- **Communicate learning outcomes** across the organisation to strengthen service delivery.

8. Staff Responsibilities

8.1 Support Workers

Support workers play a key role in ensuring complaints are managed effectively. They are responsible for:

- **Listening to complaints with empathy** and documenting them accurately.
- **Reporting complaints immediately** to the appropriate manager.
- **Cooperating fully** in investigations to provide accurate information.

8.2 Managers and Supervisors

Managers are responsible for:

- **Overseeing complaint investigations** and ensuring timely responses.
- **Supporting staff and complainants** throughout the process.
- **Implementing corrective actions** to address concerns.



8.3 Directors and Senior Leadership

Senior leadership ensures:

- **A culture of openness and transparency**, where complaints are welcomed.
- **Oversight of serious complaints** and governance of improvements.
- **Compliance with best practices** in complaint handling.

9. Confidentiality and Data Protection

All complaints are handled confidentially, in line with **UK Data Protection Legislation (GDPR)**. Personal data related to complaints will be stored securely and only shared with those involved in the investigation and resolution.

10. Monitoring and Review

This policy is reviewed **annually** or sooner if required to reflect changes in legislation or best practices. Regular audits of complaints and feedback will be conducted to ensure compliance and continuous service improvement.

11. Compliance and Legal Framework

This policy is guided by:

- **Health and Social Care Act 2008**
- **Care Act 2014** – Supporting service user rights and well-being.
- **General Data Protection Regulation (GDPR)** – Ensuring confidentiality in complaints handling.
- **Local Government and Social Care Ombudsman Guidelines** – Best practices for complaint resolution.

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Next review Due: 22.06.27

Person Responsible: Jason Watmore