



Complaints Policy

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Registered Manager	Robin Page
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Applicable to	All staff and contractors
Policy Signed By	RICHARD DRAKEFORD

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1.0 Introduction

Re-Pat Ltd believes that if a service user or their relatives are unhappy about any element of the care we provide, or if they feel that we can improve in some way, that they are fully entitled to complain or raise a concern.

Re-Pat Ltd welcomes feedback in any form as it provides the opportunity to learn, improve and develop the service. Any complaints, comments, concerns or feedback will be taken seriously and dealt with appropriately. We will always investigate complaints and take appropriate action in response to issues that are identified.

The aim of this Complaints Policy is to ensure that all concerns or complaints are handled fairly, promptly, and with transparency. Specifically, this policy seeks to encourage open communication in a timely manner, with clear communication and appropriate steps taken to resolve issues as quickly and effectively as possible.

Re-Pat Ltd always strives to ensure that the needs and well-being of the service user remain central throughout the complaints process, with the goal of achieving a satisfactory outcome for all parties involved. In line with Re-Pat Ltd.'s ethos, we will identify areas of improvement in the quality of care and services provided, aiming to enhance overall service user satisfaction.

The policy also aims to ensure that our complaints handling process complies with applicable laws, regulations and guidelines including the safeguarding of service users.

2.0 Scope

This policy is relevant for all staff at Re-Pat Ltd.

3.0 Roles and Responsibilities

The Registered Manager

The Registered Manager is responsible for investigating complaints, and for ensuring that all complaints are dealt with.

All staff are responsible for understanding how to raise a complaint and who to contact if a complaint arises.

4.0 Procedures

How to make a complaint – service user information

If you wish to make a complaint, this can be done by telephone, in person, in writing or by email using our website: www.re-pat.co.uk

You may wish to raise your complaint directly with the Registered Manager of Re-Pat Ltd:

Name: Rob Page

Address: 40 Locks Hill, Portslade, East Sussex, BN41 2LD

Email: Rob@re-pat.co.uk

Telephone Number: 08000699900

If your complaint is made by telephone or in person, we will make a written record of your complaint and will provide you with an acknowledgement letter within two working days.

You are fully entitled to make your complaint in writing.

Our acknowledgment letter will contain the name of the person who will investigate your complaint.

How your complaint will be investigated

Your complaint will be thoroughly investigated. This will be completed within 28 working days, and we will provide you with a written response detailing the outcome of the investigation and any action that has been taken.

During the investigation, the Registered Manager will need to collect and review evidence in a variety of ways. This may include carrying out interviews, looking at written records and documentation and they may wish to visit you or speak to you over the phone.

The Registered Manager will keep you informed about the progress of the investigation, either by telephone or in writing.

If the matter of the complaint is particularly complex it may take longer than 28 working days to investigate. We will let you know about the delay, and a new date for the conclusion of the investigation will be agreed.

Any communication about your complaint, and the outcome of the complaint, will always be conveyed to you in writing. All investigations regarding complaints must be concluded within 6 months.

If you are dissatisfied with the outcome of your complaint

After Re-Pat Ltd has fully dealt with your complaint and if you are not satisfied with the outcome, you may wish to complain to the Local Government Ombudsman (LGO).

The LGO provides a free, independent service and can be contacted for advice, guidance or to register a complaint. The contact details for the Local Government Ombudsman are:

Telephone: 0300 061 0614

Email: advice@lgo.org.uk

Website: <https://www.lgo.org.uk/>

Complaint form: [Complaint Form - Local Government and Social Care Ombudsman](#)

Care Quality Commission

Re-Pat Ltd is registered with and regulated by the Care Quality Commission (CQC).

CQC will not investigate complaints on behalf of individuals but does like to be informed about any concerns regarding a care provider:

National Customer Service Centre

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Tel: 03000 616161

Email: enquiries@cqc.org.uk

Anonymous Complaints

Any complaints that are made anonymously will be taken seriously and the details of the complaint documented. If you make an anonymous complaint, it will be investigated but we will not be able to provide you with details of the outcome.

Recording of Complaints

Finalised complaints are kept at our office; and the details of all individual complaints are logged on our database which is held securely in line with our Information Governance policy.

Advocacy

If you require assistance in making your complaint, we can provide you with details of local advocacy services. Please contact the Registered Manager for further information.

Auditing and monitoring

Re-Pat Ltd will complete regular auditing and monitoring of complaints and concerns. This ensures that we are able to improve and develop our service. We will specifically consider the following:

- The type and number of complaints received
- The subject matter of the complaints
- The outcomes of the complaints
- Whether the complainant was satisfied with the outcome

Complaints raised by Staff Members

If a staff member wishes to make a complaint about Re-Pat Ltd, or any aspect of our work, this must be raised as a separate grievance and not via this complaints policy. Staff should speak with the Registered Manager to raise concerns directly, or many wish to follow the Whistleblowing Policy.

5.0 Training requirements

All staff associated with or volunteering with Re-Pat Ltd will be required to undertake an induction that includes training in complaints handling and conflict resolution.

6.0 Related Policies and Procedures

Freedom to Speak Up Policy

Duty of Candour Policy

Whistleblowing Policy

Safeguarding Policy

Equality and Diversity Policy

Quality, Governance and Risk Policy

Training and Development Policy and Procedures

7.0 Legislation and Guidance

[Regulation 16: Receiving and acting on complaints - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk/regulation-16-receiving-and-acting-on-complaints)

[Complaints matter - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk/complaints-matter)

Parliamentary and Health Service Ombudsman: [Principles of Good Complaint Handling |](https://www.ombudsman.gov.uk/principles-of-good-complaint-handling)

[Parliamentary and Health Service Ombudsman \(PHSO\)](https://www.ombudsman.gov.uk/parliamentary-and-health-service-ombudsman)

