



Complaints Procedure

Statement

The Good Company People supports people over 65 at risk of social isolation, living with cognitive decline or dementia and their carers to live more independent and fulfilling lives for longer in their homes and communities.

There may however be occasions when members may feel that the quality or level of the services provided was other than they could reasonably expect.

The Good Company People value and welcome complaints and look upon it as an opportunity to learn, adapt, improve and provide better Good Company services for more people.

This policy is intended to ensure that all complaints are responded to properly and acted upon in an appropriate and timely manner.

Aim of the Complaints Procedure

The Good Company People aims to ensure that its complaints procedure is properly and effectively implemented and that everyone using the services feel confident that their complaints and concerns are listened to and acted upon promptly, sensitively and fairly. We want to make it clear that:

- 1) Everyone should be aware of how to make a complaint and who in the organisation to speak to.
- 2) We will aim to acknowledge all written complaints within 5 working days and investigate and respond within 28 working days.

In the event of a complaint concerning alleged abuse or a suspicion that abuse has occurred, please refer to **The Good Company People Safeguarding Policy** and contact ESCC Health and Social Care Connect on 0345 60 80 191.

How to Make a Complaint

Informal Verbal Complaint Procedure

The Good Company People accepts that all verbal complaints, no matter how seemingly unimportant, must be taken seriously. In the first instance we aim to resolve issues through listening and trying to resolve the problem between the parties and we expect staff to remain polite, courteous, sympathetic and professional to the complainant.

If the complaint is being made on behalf of the member by an advocate, it must first be verified that the person has permission to speak for the member, especially if confidential information is involved.

After listening to all parties, The Good Company People CEO will suggest a course of action to resolve the complaint. If this course of action is acceptable then the CEO should clarify the agreement with the complainant and agree a way in which the results of the complaint will be communicated to the complainant and recorded on file.

If the suggested plan of action is not acceptable to the complainant, then the CEO will ask the complainant to instigate a formal complaint. The complainant should be given a copy of The Good Company People's complaints procedure if they do not already have one.

Formal Written Complaint Procedure

When The Good Company People receives a formal written complaint it passes it to the CEO who will aim to send an acknowledgment letter within 5 working days to the complainant with a copy of our Complaints Procedure. The CEO will inform the Board of Trustees.

If necessary, further details are obtained from the complainant. If the complaint is not made by the member but on the member's behalf, then consent of the member, preferably in writing, must be obtained from the complainant

If the complaint raises potentially serious matters, advice could be sought from a legal adviser. If legal action is taken at this stage, any investigation by The Good Company People under the complaints procedure immediately ceases.

If the complainant is not prepared to have the investigation conducted by the organisation he or she should be advised to contact East Sussex County Council Support with Confidence team who can be contacted on 01323 463440 or Trading Standards on 01268 886697.

Investigation of the complaint by The Good Company People

Immediately on receipt of the complaint, the CEO will start an investigation and within 28 days should be in a position to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned. If the issues are too complex to complete the investigation within 28 days, the complainant will be informed of any delays.

Meeting

If a meeting is arranged, the complainant will be advised that they may if they wish to bring a friend, relative or a representative. At the meeting a detailed explanation of the results of the investigation will be given and also an apology if it is deemed appropriate (apologising for what has happened need not be an admission of liability)

Follow-up action

After the meeting, or if the complainant does not want a meeting, a written account of the investigation will be sent to the complainant. This includes details of how to approach East Sussex County Council if the complainant is not satisfied with the outcome.

The outcomes of the investigation and the meeting will be recorded and any shortcomings in The Good Company people procedures will be identified and acted upon. The outcome of the complaint is documented and forwarded to the Board of Trustees. All actions taken regarding a complaint, including letters, email correspondence, telephone calls and site visits, will be recorded on the **Register of Incidents, Accidents and Complaints (RIAC)**

The Good Company People Board of Trustees formally review all complaints as part of its quality monitoring and improvement procedures to identify the lessons learned.

Confidentiality

All aspects of the complaint shall be confidential, and shall only be discussed with those immediately concerned. See **The Good Company People Confidentiality Policy** for further information.

Contact

Please contact The Good Company People CEO at 1 Monastery Gardens, Rotherfield, East Sussex, TN6 3NB or email lucy@thegoodcompanypeople.org or call 07775007736.

Associated Policies

- TGCP Confidentiality Policy
- TGCP Community Standards
- TGCP Whistleblowing Policy
- TGCP Bullying and Harassment Policy
- TGCP Grievance Resolution Policy and Procedure
- TGCP Equal Opportunities Policy
- TGCP Data Protection Policy

Review

Frequency of approval	3 Years
Date approved	June 2021
Date of next review	April 2024