

Reach Support Services

Complaints Policy

1. Policy Statement

At Reach Support Services, we are committed to providing high-quality care and support. We welcome feedback, including complaints, as an opportunity to improve our services. All complaints will be taken seriously, handled fairly and sensitively, and responded to in a timely and transparent manner.

2. Purpose

The purpose of this policy is to: Provide a clear process for making, handling, and resolving complaints; ensure that all individuals feel safe and confident in raising concerns; promote a culture of continuous improvement through open feedback; comply with relevant legislation and regulatory requirements.

3. Scope

This policy applies to: Service users; Family members; carers and advocates; Staff; volunteers; external partners. Any member of the public interacting with Reach Support Services.

4. Definition of a Complaint

A complaint is an expression of dissatisfaction, either verbal or written, about a service, staff member, or organisational practice, whether justified or not, which requires a response or resolution. Complaints may relate to: quality or level of care and support staff behaviour or communication; delay or failure in providing a service; breach of confidentiality or professional standards.

Reach Support Services

Complaints Policy

5. Guiding Principles

We will ensure that: complaints are dealt with promptly, fairly, and without bias; no one is treated differently or unfairly for making a complaint; complaints are resolved as close to the point of service delivery as possible; complainants are kept informed throughout the process; lessons learned are used to improve future service delivery.

6. How to Make a Complaint

6.1 Informal Complaints

Where possible, issues should be raised directly with a staff member or team leader to enable quick resolution. Informal complaints will still be documented and monitored.

6.2 Formal Complaints

If the issue cannot be resolved informally, a formal complaint can be made: Verbally – in person or by phone In writing – by email or letter Through a representative or advocate Contact details: Email: jamie.tugby@reachsupportservices.co.uk Phone: 07870813096 Address: Reach Support Services - 2, Dawnay Road, Hull, HU11 4HB

7. Complaints Procedure

Stage Description Timeframe

Stage 1 – Acknowledgment Complaint received and acknowledged in writing. Within 3 working days

Stage 2 – Investigation Complaint investigated by a relevant manager not directly involved in the issue. Complainant may be contacted for further information. Completed within 15 working days

Stage 3 – Response Formal response sent outlining findings, outcomes, and any actions taken. Within 20 working days from initial receipt.

Reach Support Services

Complaints Policy

Stage 4 - Appeal If dissatisfied, the complainant may request a review by a senior manager or the Registered Manager. Appeal acknowledged within 3 days; reviewed within 10 working days.

8. Anonymous Complaints

Anonymous complaints will be accepted but may limit the ability to investigate or respond fully.

9. Confidentiality

All complaints will be handled with appropriate confidentiality in accordance with data protection regulations. Information will only be shared on a need-to-know basis.

10. Support for Complainants

Complainants may be supported by an advocate or representative. Easy Read and accessible versions of this policy are available upon request. Interpretation or communication support (e.g., BSL, translation) will be provided where necessary.

11. Learning and Improvement

All complaints are logged and reviewed regularly to identify trends or systemic issues. Corrective actions and learning outcomes are recorded and monitored by the management team.

12. Monitoring and Review

This policy is reviewed annually or in response to significant changes in legislation, regulation, or internal practice.

Last reviewed: May 2025

Next review due: May 2026

Approved by: Jamie Tugby

Signature: