SHIPSTON HOME NURSING COMPLAINTS POLICY

1. Introduction

We are committed to resolving complaints in an appropriate fair, and timely way.

If you have a concern or an issue that you do not consider amounts to a complaint, as defined above, we still want to hear from you. Please discuss the matter informally with our Executive Director as soon as possible, so that this can be addressed at an early stage.

The Executive Director can be contacted as follows:

Email: [admin@shipstonhomenursing.co.uk](mailto:admin@shipstonhomenursing.co.uk)

Telephone: 01608 664850

Post: Shipston Home Nursing, Suite 7B, 50 Stratford Road, Shipston on Stour CV36 4BA.

Website: <https://www.shipstonhomenursing.co.uk/about-us/contact-us/>

1. Purpose

The purpose of this policy is to explain how we handle complaints, how you can make a complaint, what you can expect from us when you do so and how you can escalate a complaint if you are unhappy with the outcome. This policy applies to any aspect of our activities.

1. Our Approach

We are sorry if you are unhappy with any aspect of our work. Whilst we are committed to operating to the highest standards, we recognise that there may be times when you feel that we do not achieve the level of service expected. If you do have a complaint, please let us know so that we can try to help.

We take all complaints seriously and we will be in touch with you as soon as we can once you have provided us with details of your complaint. This policy reflects our commitment to ensuring that we have effective and transparent procedures in place for fair and efficient handling of complaints.

Making a complaint will not affect your ongoing care or your chances of receiving care from or partnering with us in the future or the level of service you receive from us. We keep all complaints confidential to the extent possible, subject to the need to disclose information necessarily as part of any investigation, as required by statutory authorities such as the Charity Commission and/or because of legal or regulatory obligations placed on us. If you make a complaint, we will treat you with respect and we expect you to treat our staff, volunteers, and Trustees in the same way.

1. How to make a Complaint

If you would like to make a complaint, the best way to do this is by email. You can contact us at: [admin@shipstonhomenursing.co.uk](mailto:admin@shipstonhomenursing.co.uk).

If you would prefer to write to us or call us:

Please address your complaint to: Executive Director (Private and Confidential), Shipston Home Nursing, Suite 7B, 50 Stratford Road, Shipston on Stour CV36 4BA.

Telephone 01608 664850 and ask to speak with the Executive Director.

In some circumstances it may be preferable to meet with you to discuss your complaint in person.

If your complaint is about the Executive Director or a Trustee please write to the Chairman of the Board of Trustees (Private and Confidential), Shipston Home Nursing, Suite 7B, Stratford Road, Shipston on Stour CV36 4BA or email [chairman@shipstonhomenursing.co.uk](mailto:chairman@shipstonhomenursing.co.uk)

1. What to cover

To help us to effectively investigate your complaint, please describe the facts in writing in as much detail as you can, as clearly as possible.

Please tell us:

* what happened
* when it happened
* who you dealt with
* why you consider this to be a complaint; and
* what you would like us to do to address your complaint.

We will keep your complaint and any information or document you disclose to us confidential. We will only disclose information internally or to our external advisors to the extent necessary to investigate your complaint effectively. Please see the Your Personal Information section below for more details.

1. Who can make a Complaint

Any person who has received or is currently receiving or seeking a service from us, members of such persons’ family or carers and members of the public, and any body or organisation. Complaints made by members of staff are dealt with under a separate policy.

1. What is a Complaint

Complaints can range from an expression of dissatisfaction; to something that is the cause or subject of protest or outcry to an allegation.

Complaints relating to handling of personal data should be made in accordance with our **Data Privacy Statement** and raised with the Charity’s Data Controller and you should contact us on at [admin@shipstonhomenursing.co.uk](mailto:admin@shipstonhomenursing.co.uk) or alternatively call us on 01608 664850.

In addition to reporting any complaints to us a) if your complaint relates to actual or suspected criminal activity or raises a serious safeguarding concern which poses a threat to a person’s life or wellbeing, please report this to the police; or b) if it relates to actual or suspected fraudulent activity, this can be reported to Action Fraud at [www.actionfraud.police.uk/report\_fraud](http://www.actionfraud.police.uk/report_fraud) or call 0300 123 2040.

We can generally only investigate complaints where the identity of the complainant is known so that it is possible to go back and verify information if needed. When an anonymous complaint is received of a serious nature, we may consider investigating if there is enough information to guide further enquiries.

1. What we will do

All complaints will be thoroughly investigated, and we will act in response to any shortcomings identified by the complaint or investigation.

We will acknowledge your complaint in writing within 7 business days of receiving it. If we have been able to resolve the complaint within that time, we shall include details of this within this letter.

If a complaint requires further investigation, we will simply acknowledge receipt of your complaint and tell you who will be dealing with the complaint and their contact details (the “Complaint Lead”).

The Complaint Lead will investigate your complaint competently, diligently, and as impartially as possible. They may need to speak to you further to gather such additional information as necessary to assess your complaint. They will consider the subject matter of the complaint, whether they consider the complaint should be upheld and, if so, what remedial action or redress is appropriate.

The Complaint Lead will usually advise you of their findings and our conclusion within 30 (calendar) days of the acknowledgement of receipt of your complaint. If we are unable to give a definitive response within that timeframe, for example because an investigation has not been fully completed, we will send you a progress report with an indication of when a full reply will be given.

1. Appeal Process

If you are not happy with our full response to your complaint, you have the right to appeal, please let us know as soon as possible. Your complaint will be escalated to our Executive Committee who will carry out a review and let you know the outcome within 30 (calendar) days. The decision taken at this stage is final.

If you remain dissatisfied with our response, Parliamentary and Health Service Ombudsman Customer Helpline 0345 015 4033 8:30am – 5:30pm Monday - Friday <https://www.ombudsman.org.uk>.

You may also wish to refer to the Charity Commission’s guidance publication ‘CC47 Complaints About Charities’ to see if they will investigate your complaint further or contact them at: www.charitycommission.gov.uk; or in writing at: Charity Commission, PO Box 1227, Liverpool, L69 3UG.

1. Record Keeping

We will keep a record of the details of complaints received by us (including name of person making the complaint) and the measures taken for its resolution in a complaints’ register. Our complaints register is regularly reviewed by a committee of our Trustees to establish whether there are any trends or patterns for which action is required.

1. Regulatory and Legal Bodies

We may decide or be required to pass details of a complaint onto regulatory or legal authorities (e.g., the Charity Commission or the police), for example, if there is a reasonable basis to suspect that an organisation or individual have acted illegally or if we consider the complaint amounts to a Serious Incident that should be reported to the Charity Commission.

Some categories of complaint cannot be dealt with by the procedure in this policy. For example, allegations or concerns involving safeguarding issues must follow a statutory procedure and in all such cases staff must adhere to the relevant policies and procedures.