

Complaints and Compliments Policy and Procedure

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Table of Contents

Complaints and Compliments Policy and Procedure	1
Scope of Policy	2
Definitions	2
Complaints	2
1. Young People	2
2. Parents/Carers	2
3. Schools/Referring Authorities	2
4. Staff	3
Complaints Procedure	3
Timescales	3
Responding to a Complaint	3
Record Keeping	5
Appendix 1 - Complaints Procedure: Timescales	6
Appendix 2 - Complaints Procedure: Responding to a Complaint	7
Appendix 3 - Complaint Form (paper)	8
Appendix 4 - Investigation Report (paper form)	10

Scope of Policy

Attentive Care Solutions welcomes clients' and mentees' views and will use them to improve our services. The purpose of this Policy is to provide a framework for dealing with complaints, comments, and compliments.

Definitions

- A *complaint* is an expression of dissatisfaction about the Company's action, or lack of action, or about the standard of service.
- A *comment* is an opinion or belief, feedback or remark expressed by a client. Where the client indicates they expect a reply, or where it is otherwise thought appropriate to do so, this should be dealt with as general correspondence.
- A *compliment* is defined as a client statement of positive recognition or praise for a service or individual. Where appropriate, staff may acknowledge compliments.

Compliments

We are always happy to hear how we are helping, whether that's improved engagement, a better attendance, a smooth transition or, even just an increased self esteem and mood. If you think one of our staff deserves recognition, please email us on info@attentivecaresolutions.co.uk

Complaints

The Company aims to provide excellent services to all our clients, but occasionally things go wrong. Complaints help us to put things right and make sure the same mistake does not happen again.

All complaints will be recorded and held on file in accordance with the [Complaints Record Keeping Procedures](#).

1. Young People

- a. It is an obligation to follow up on young people's complaints and to investigate specific allegations where they have been made.
- b. It is a necessity to keep a written record of questions asked and procedures followed when looking into a complaint.
- c. Any formal complaint relating to the Company should be addressed to the Company Director, either in writing or in person.
- d. Depending on the nature of the YP's complaint, this may need to be addressed according to the Company's [Allegations](#) and [Safeguarding Policies](#).

2. Parents/Carers

The Company prides itself on the quality of the delivery and pastoral care provided to its YP. However, if a YP's Parents/Carers do have a complaint, they can expect it to be treated by the Company in accordance with the Complaints Procedure.

3. Schools/Referring Authorities

Schools and referring authorities with a complaint are to go straight to stage 3. of the Company's [Responding to a Complaint Procedure](#).

4. Staff

- a. These complaints may concern the specific behaviour of (a) YP or could be related to unprofessional conduct by colleagues.
- b. Once again, there is a duty for all matters to be fully investigated and recorded.
- c. Staff contracts include a grievance procedure. They are to follow this procedure if they wish to make a complaint.
- d. Where a member of staff feels aggrieved with a senior management decision, they are encouraged to talk to a staff representative.

Complaints Procedure

See also Appendices 1 and 2 below.

All complaints will be treated with an appropriate degree of confidentiality, and information will only be shared with staff as necessary to assist in understanding what has happened and how to respond.

If you have a complaint, please fill out the form below ([Appendix 3 - Complaint Form \(paper\)](#)) and either give it to a member of staff or send it in an email to complaint@innovatedorset.co.uk. Once this has been done, the procedures for a complaint, as specified in the Complaints and Compliments Policy and Procedure, shall be initiated.

- *If you would like an electronic version of the form, please notify a member of staff and send your request to info@attentivecaresolutions.co.uk*

Timescales

1. Complaints will be acknowledged within 3 working days.
2. The Company will reply to a complaint as soon as possible and aim to gather any further information needed.
3. The Company will respond within 14 days of telling the complainant which member of staff is dealing with it.
4. Where this is not possible (and as soon as this is known), the Company will let the complainant know when they will receive a full response.

Responding to a Complaint

Stage 1 - Informal Resolution

It is hoped that most complaints and concerns will be resolved quickly and informally.

- a. If the Parents/Carers of a YP have a complaint, they should normally contact a staff member. In many cases, the matter will be resolved straight away by these means to the Parents'/Carers' satisfaction.
- b. Clients can make a complaint in any way they choose. When a complaint is made verbally, staff should record the details of the complaint and the outcome the client is seeking. If the staff member can quickly resolve the complaint themselves, they should do so.
- c. Staff will make a written record of all concerns and complaints and the date on which they were received.
- d. Should the matter not be resolved within three weeks, or in the event that the staff member and the Parents/Carers fail to reach a satisfactory resolution, then the Parents/Carers will be advised to proceed with their complaint in accordance with stage 3. of this procedure.

You can send a complaint via our Website or email to admin@attentivecaresolutions.co.uk

Stage 2 - Review of the Informal Complaint

- a. If the staff member cannot resolve the matter alone, it may be necessary for them to consult a member of the senior leadership team (SLT).
- b. Details of the complaint and the desired outcome should be agreed with the complainant and forwarded to the SLT.
- c. The member of the SLT to whom the complaint was reported will then conduct a review of the informal complaint.
- d. The member of the SLT will then send this review, with any conclusions and resolutions, to the complainant in accordance with the timescale of the Complaints Procedure (see above and **Appendix 1** below).

Stage 3 - Formal Investigation by the Company Director

Schools and referring authorities are to follow this stage of the complaints procedure when making a complaint.

- a. If the complaint cannot be resolved on an informal basis, then the Parents/Carers should put their complaint in writing to the Company Director.
 - If a school or referring authority wishes to make a complaint, they are to submit it in writing to the Company Director.
- b. The Company Director, after considering the complaint, will decide the appropriate course of action to take.
- c. In most cases, the Company Director will meet the Parents/Carers concerned, normally within four days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- d. It may be necessary for the Company Director to carry out further investigations.

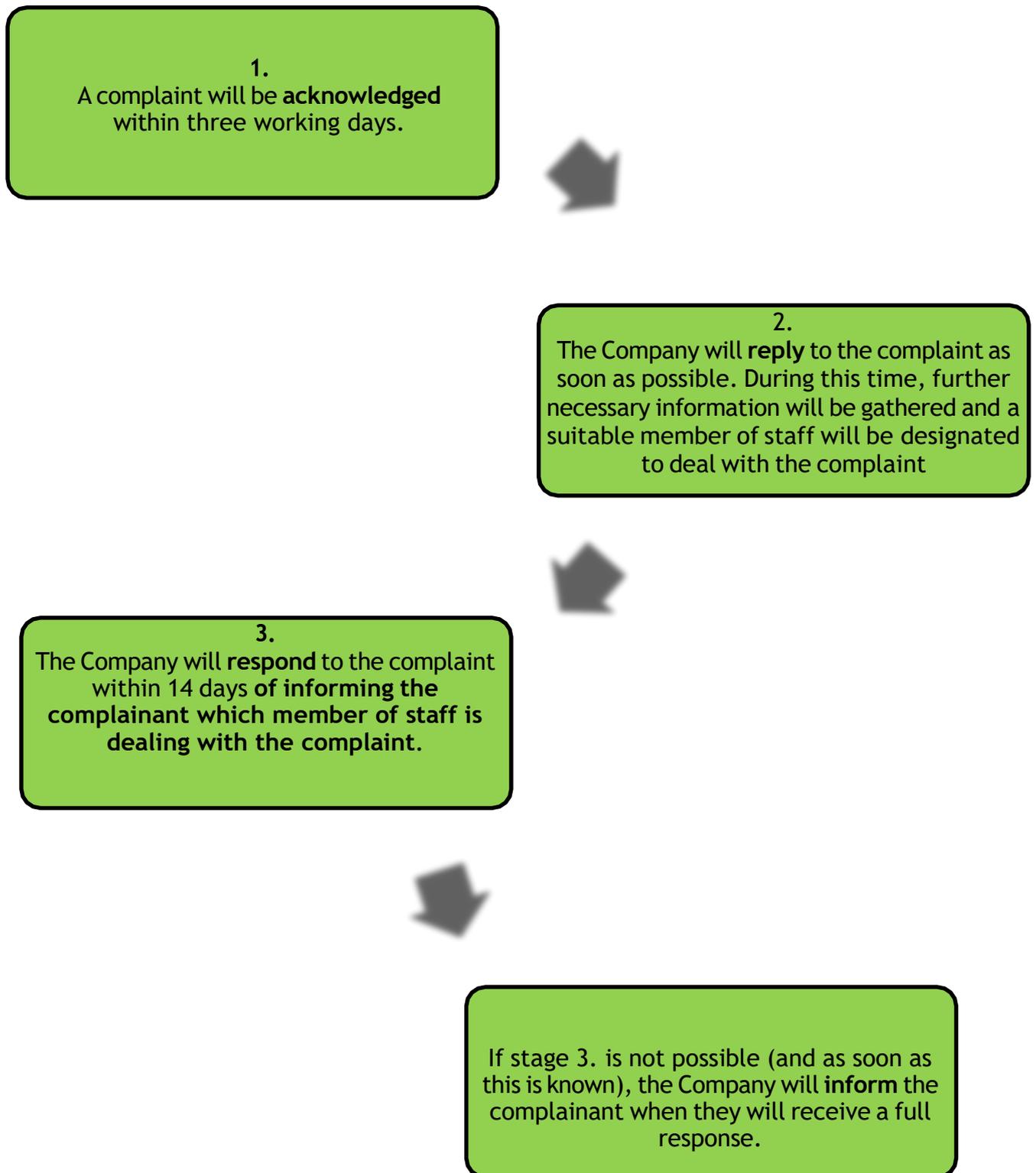
- e. The Company Director will keep written records of all meetings and interviews held in relation to the complaint.
- f. Once the Company Director is satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made, and the Parents/Carers will be informed of this decision in writing.
- g. The Company Director will also give reasons for the decision.

YP's Parents/Carers can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements, and records will be kept confidential.

Record Keeping

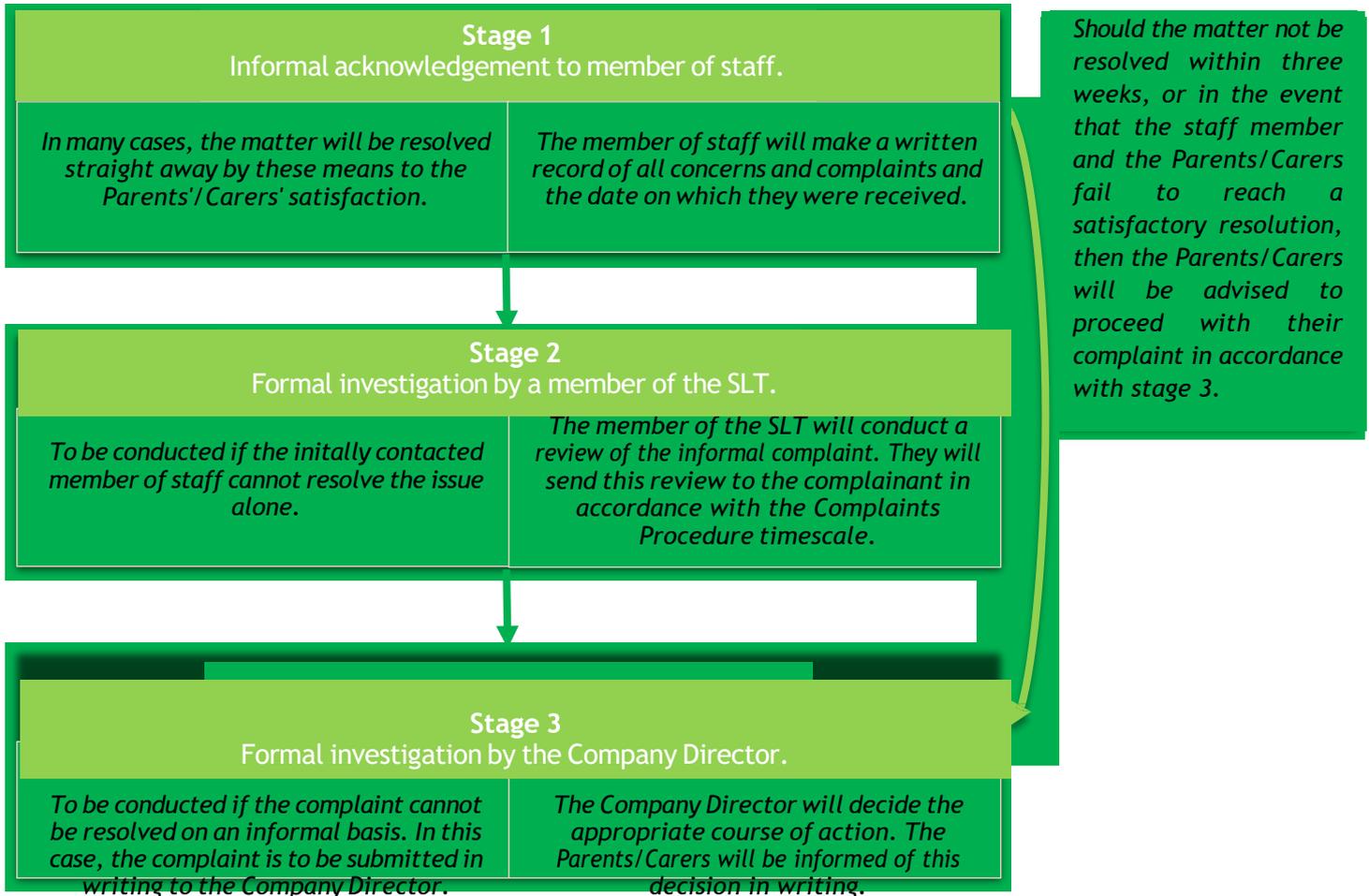
1. All complaints will be recorded and kept on the Complaints Dropbox site with restricted access.
2. The date of the complaint, name of the complainant, nature of the complaint, and actions taken should be recorded within the file.
3. All correspondence, statements, and records relating to individual complaints are kept confidential.

Appendix 1 - Complaints Procedure: Timescales



Appendix 2 - Complaints Procedure: Responding to a Complaint

To be carried out in conjunction with the procedures outlined in Appendix 1.



Appendix 3 - Complaint Form (paper)

Complaint Form	
Relationship to Young Person:	Young Person's date of birth:
Address and post code:	Daytime number:
	Evening number:
Full details of the complaint <i>(including the names of all persons involved and the dates of incidents referred to)</i> :	
What action, if any, have you already taken to try and resolve your complaint <i>(for example, who did you speak to and what was the response)</i> ?	

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? *If so, please give details.*

Signature:

Date:

Office Use

Date of acknowledgement sent:

Name of person complaint referred to:

Signature:

Date:

Appendix 4 - Investigation Report (paper form)

Investigation Report	
Department <i>(please circle):</i>	Mentoring Staff Managemet Other <i>(please specify):</i>
Concern raised:	
Employee involved:	
Name of the complainant <i>(if appropriate):</i>	
Investigator(s):	
Background:	

Remit of the investigation:	
Witnesses:	
Findings:	
Conclusions:	



Attentive Care Solutions

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