

1. POLICY STATEMENT

We wish to encourage feedback on all that we do and to make it as easy as possible for people to let us know how they feel. This policy is intended to ensure that anyone affected by the work of United Response can submit feedback or a complaint through a single process. The term complaint is used throughout to refer to issues which a person may consider a concern or a complaint.

The procedure will ensure that complaints are responded to in a timely manner and are dealt with effectively. We will ensure that lessons are learned and are shared across the organisation to the benefit all stakeholders.

This policy covers complaints raised by people we support, their family, friends, people from external agencies, or the general public. We will do all that we can do to investigate and respond to anonymous complaints.

We will have defined processes and/or named contacts for each type of complaint

Anyone who makes a complaint will be kept informed of progress and outcomes.

This policy complies with the requirements of CQC and CIW, specifically Regulations 16 and 20 of the **Health and Social Care Act 2008 (Regulated Activities) Regulations 2014** and the requirement of **Social Services and Wellbeing (Wales) Act 2014**. (See section 5).

ASSOCIATED POLICIES

[Raising Concerns and Whistleblowing Policy](#): For concerns from staff, members of the public, families, external partner organisations about the support and team culture which affect the people we support and/or groups of staff.

[Grievance Policy](#): For concerns relating to the way employees have been treated whilst at work. The concern is raised by the person/people affected. Advice can be sought from HRsupport@unitedresponse.org.uk

2. PEOPLE AFFECTED BY THIS POLICY

- People we support
- All employees, volunteers and agency workers
- Family members and friends of people we support
- Commissioners and purchasers
- Board of Trustees
- Members of the public
- Any other stakeholders

3. THE RIGHT TO COMPLAIN

We will publicise the right to complain, and how to do so via various routes to everyone who uses our services or is otherwise affected by our work.

By email complaints@unitedresponse.org.uk

By phone **0208 016 5678**

By letter - **United Response, Unit CO.3B Corinthian House, 17 Lansdowne Rd, Croydon, CR0 2BX.**

Via this link to our website - <https://www.unitedresponse.org.uk/make-a-complaint-or-raise-a-concern/>

Directly to the Chief Executive of United Response.

Social Services, the Health Authority, Local Government Ombudsman, or the Care Quality Commission (CQC)/Care Inspectorate Wales (CIW).

Complaints about **Housing management/tenancy** should be directed to -
Housing.Enquiries@unitedresponse.org.uk

If connected to **maintenance** the contacts are maintenance@unitedresponse.org.uk or 01942 597786.

If a complaint is made about **United Response's fundraising activity**, and the individual does not believe United Response has resolved their complaint in a satisfactory manner, they can take their complaint to the Fundraising Regulator. www.fundraisingregulator.org.uk

If an employee considers that their serious concern has still not been adequately addressed, they are advised to contact Public Concern at Work, which deals with public concerns and provides confidential advice: whistle@protect-advice.org.uk or Tel: 0171 404 6609

If a person has difficulties bringing their complaint to the attention of the organisation, we will ask how we can assist them to do so. The person receiving the concern or complaint will liaise with the individual who has a concern or complaint to determine which procedure to be used to report it.

The people we support and their relatives and/or representatives will be provided with a copy of the Complaints Policy or an accessible document explaining their rights, as appropriate to the needs of the person.

Further guidance and information can be found in **GIRG001 Complaints Guidance**.

4. COMPLAINTS RECEIPT, MANAGEMENT AND CONCLUSION PROCESS

All complaints will be recorded.

Complaints about a service will be recorded in Nourish, the information reviewed, investigated if appropriate and a response provided to the complainant.

Complaints about housing provision or repairs will be recorded via the links listed in section 3.

We will seek to complete the process within 8 weeks of receipt of the complaint.

Findings will be open to appeal and the potential of further investigation

Results of complaints will be collated centrally to identify trends and common themes.

We will share any learning gained from reviewing complaints to enable the organisation to improve its service, its procedures, systems and processes.

If it is determined that the complaints process is not the appropriate way to deal with the issue, then consideration will be given as to whether the issue requires a safeguarding alert to be raised. If this is the case, then the issue will be addressed under the United Response Safeguarding Policy.

The process will be audited periodically to ensure it is fit for purpose and effective.

5. EXTERNAL REQUIREMENTS

Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

Regulation 16 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 requires providers to ensure people can make a complaint about their care and treatment. Providers must have an effective and accessible system for identifying, receiving, handling and responding to complaints from people using the service, people acting on their behalf, or other stakeholders. All complaints must be investigated and any necessary action taken where failures have been identified.

Regulation 20 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 relates to the statutory requirements regarding [Duty of Candour](#).

Social Services and Wellbeing (Wales) Act 2014

Introduced a new procedure which made provision for complaints to local authorities about the exercise of their social services functions, the complaints are sent to the Local Authority Complaints officer. The focus of the process is on early, local resolution and on tackling issues quickly and effectively. Where matters need to progress to a formal investigation, all complaints considered at this second, formal stage will be investigated by a person who is independent of the local authority. Citizens also have recourse to the [Public Services Ombudsman for Wales](#) at any stage.

6. CONTACTS

If you have any queries or concerns regarding this guidance, please contact the relevant person.

SUBJECT	CONTACT	TELEPHONE
Clarification on points of policy	Michael Brent	07795 453176
Document and Policy Owner	Michael Brent	07795 453176

7. RELATED LINKS

POLICIES, FORMS AND DOCUMENTS	LEGISLATION
<p>Complaints policy, guidance and appendices:</p> <ul style="list-style-type: none"> • GIR001 Complaints Policy • GIR001 A1 Process Flowchart • GIR001 A2 Complaints Form • GIR001 A3 Complaints Log • GIR001 A5 How To Complain • GIR001 A6 How To Complain (picture) • GIR001 A7 Are You Happy? Form • GIRG001 Complaints Guidance <p>United Response Disciplinary Policy and associated documents: Disciplinary Documents Raising concerns and whistleblowing documents Grievance documents Duty of Candour documents</p>	<p>Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Regulation 16: http://www.cqc.org.uk/content/regulation-16-receiving-and-acting-complaints</p> <p>Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Regulation 20: http://www.cqc.org.uk/content/regulation-20-duty-candour</p> <p>Social Services and Wellbeing (Wales) Act 2014: http://www.legislation.gov.uk/anaw/2014/4/pdfs/anaw_20140004_en.pdf</p> <p>Care Standards Act 2000</p> <p>Care Home (Wales) Regulations 2002</p> <p>OFSTED School Inspection Handbook</p>

	The Charity Commission for England and Wales
--	--

25. Document Control		
VERSION	DATE OF ISSUE	DATE OF NEXT REVIEW
12	December 2018	December 2020
13	December 2020	September 2021
14	September 2021	December 2022
15	November 2022	September 2024
16	July 2024	December 2025
17	October 2024	October 2025