



Complaints Handling Policy

1. Introduction

- 1.1 Flexible Respite (the 'Company') aims to provide the highest standard of service to our Clients. To achieve this objective, we are committed to a fair, efficient and timely resolution of any complaint that we receive.

2. Scope of the Policy

- 2.1 We acknowledge the right of a customer to complain and recognise the value of customer feedback both positive and negative in improving the services provided by the Company.
- 2.2 The overriding aim is to resolve any complaint to the satisfaction of the complainant, but where this is not achieved, we will provide you with additional avenues to pursue the complaint.

3. How to make a complaint (Stage 1)

- 3.1 Any existing Clients or next of kin wishing to make a complaint should contact your Company contact (normally the Director of Care). The contact details for the Director of Care is outlined within the Client 'Support Pack'. Your complaint can be made either verbally or in writing (email or letter) in the first instance.
- 3.2 Any other person wishing to make a complaint should contact the Company's Director of Care via the email address provided on our website: www.flexiblerespice.com
- 3.3 Our aim is to resolve complaints as quickly as possible. This could mean providing an on-the-spot apology and explanation if something has clearly gone wrong and taking immediate action to resolve the problem. In other situations, complaints may be more complex and require further investigation. We aim to deal with complaints within 20 working days depending on the nature and complexity of the matter.
- 3.4 If we are not able to resolve the complaint within 20 working days of receiving it, or once all relevant information has been received from you if later, we will inform you of this, revise the time limits for dealing with the issue and keep you updated on progress.

4. Stage 2 Complaints

- 4.1 Should your complaint not be resolved to your satisfaction you may escalate your concerns by writing to the Company's Director of Business Support, and whose contact details are also available on our website: www.flexiblerespice.com. The timescales as outlined in 3.3 and 3.4 would again apply.

5. External Assistance

- 5.1 We are a Registered Care provider with the Care Inspectorate. They are also known as the SCSWIS (Social Care and Social Work Improvement Scotland) and are the independent scrutiny and improvement body for care services in Scotland. They make sure people receive high quality care and ensure that services promote and protect their rights.

- 5.2 You can raise a complaint at any time by contacting the Care Inspectorate directly;
Care Inspectorate, Compass House, 11 Riverside Drive, Dundee, DD1 4NY
Tel: 0345 600 9527 or Email: enquiries@careinspectorate.com www.careinspectorate.com
- However, if you do have concerns we would appreciate if these could be raised directly with ourselves in the first instance to aid us to improve the quality of our services.
- 5.3 NB: We are committed to supply to SCSWIS at its request a statement containing a summary of any complaints made during the preceding 12 months and the action that was taken in respect of each complaint.

6. Review

- 6.1 This policy will be reviewed on a regular basis in the light of operating experience and/ or changes in legislation, but will also as a minimum be reviewed within a three-year cycle

Last Update: June 2018

Next Review: June 2021