

COMPLAINTS

Head First is committed to providing high standards of professional service at all times, and we welcome feedback from clients, their families, Support Workers, and everyone who works with us on all aspects of our service. The aim of Head First's "Complaints, Comments and Compliments" policy is to ensure everyone knows how to make a complaint, a comment, or a compliment, and how these will be handled.

Complaints will be dealt with promptly to ensure that any issues arising are handled effectively. Comments and suggestions about how we can improve our services are welcomed, as are compliments given to individual staff members or the organisation as a whole.

Appropriate action will be taken for clients who have communication difficulties to enable and encourage them to use the appropriate procedures as and when necessary. As such, Head First will respond to all complaints, comments and compliments whether raised verbally or in writing, although written communication is encouraged whenever it is possible to do so.

We will use all the information gained to evaluate and continuously improve the work we do.

Complaints:

A complaint is an expression of dissatisfaction, whether justified or not.

Typically a complaint could be about (this list is not exhaustive):

- Delay in providing a service
- Failure to provide a service, or an acceptable standard of service
- Receiving incorrect or misleading information
- Mistakes in the way a decision was taken
- Rude, unhelpful, or inappropriate conduct by Head First staff
- Poor communication
- Bias or discrimination

Complaints should be made initially to the Case Manager or the person providing the service. If a complaint is made verbally, a written record will be made. Head First will acknowledge the complaint in writing within three working days and appoint a manager within five working days to investigate the matter independently.

Where an investigation is likely to take longer than 20 working days, a holding letter will be sent updating the complainant of progress and a likely date for the investigation to be completed and a conclusion reached.

The aim is to resolve all complaints quickly and informally. If individuals are not satisfied with the response to their complaint, within 10 working days of the outcome they should inform Head First's Managing Partner, who will review the investigation

process. At this stage, the original response will either be upheld, or changes recommended.

If the complaint is about a social care service that is privately funded and an individual is still not satisfied, they may contact the Local Government Ombudsman at: <https://www.lgo.org.uk/contact-us> or phone their helpline on 0300 061 0614.

If the complaint is about any other aspect of our service, we will advise you who to contact depending on the nature of the complaint.

We are registered with the Care Quality Commission (CQC), who is responsible for checking that every care provider registered with them meets important standards of quality and safety. The CQC cannot look into complaints, but we encourage individuals to share their experiences with them. They can be contacted on 03000 616161, or email: enquiries@cqc.org.uk or via their website www.cqc.org.uk, or via their online contact form.