



Complaints Policy Statement

You In mind (homecare) Limited endeavour to provide services which meet your needs appropriately and to a high standard however, we recognise that there are occasions when people using our services may not be happy with the care they have received or may have other concerns. You in Mind (Homecare) Limited will ensure that we are open to receiving comments and complaints and facilitate this, offering assistance where necessary.

All complaints will be investigated fully on being received and if appropriate work in partnership with other services to address all issues raised.

Service users should be assisted to access any advocacy or interpreter services where necessary in order to provide them with any independent assistance or support throughout the procedure. In cases where service users have a nominated person or person acting on their behalf, this person will be named in their care plan and other relevant documentation to ensure that any information shared is done so without breach to confidentiality and data protection.

Our policy on complaints is designed to work with service users and people acting on their behalf to endeavour to investigate the nature of their complaint and to ensure that any complaints or concerns are taken seriously and investigated in a timely manner.

We aim to work with the service user or complainant to discuss the complaint or concern and come to a conclusion and resolution which is satisfactory for the service user or complainant between ourselves with the aim to reduce any stress and upset which may occur for all involved.

You in Mind (Homecare) Limited aim to make it as easy and stress free as possible for those using our services to make a complaint or express a concern.

Complaints Procedure:

1. All service users and others acting on their behalf should feel comfortable enough to make their complaint verbally to any of our staff members. Any complaints received in this way must be directed to the registered manager immediately or as soon as practicably possible.

It should also be noted that complaints can also be made via telephone, email, in writing and via our website, following the comments and complaints section.

2. All complaints, however received and regardless of their nature will be acknowledged (except where they have been made anonymously) either in writing or verbally within 48 hours. These will then be investigated by the registered manager or nominated person within 14 days of receipt.

3. Complaints will be handled independently, fairly and sensitively as well as empathetically with the aim of reducing any upset or stress this may cause to the service user or complainant and the person the complaint has been made against where applicable.

4. We aim to meet a satisfactory resolution of any complaint locally (between the service and the complainant) in order to reduce and prevent unnecessary stress;

We will review the investigation of the complaint and ensure that all appropriate steps are taken.

We will signpost service users and complainants to the appropriate bodies if they are unsatisfied and wish to take their complaint further. This would be the local authority and safeguarding teams or Local Government Ombudsmen or social care ombudsmen.

A full version of our complaints policy is available at You in Mind (Homecare) Limited.