

Livity Life Ltd

Managing Concerns, Complaints and Compliments Policy

Version number	9	Type of document	Policy
Audience	All employees of Livity Life Ltd		
Approved by	Managing Director	Issue Date	07/01/2026
Policy Author and Contact Details	Deb Knowles: Director of Clinical & Governance Email: Deb.Knowles@livitylife.co.uk		
Department	Clinical Governance		
Consultation	Executive Committee		
Review Period	Annually	Review Due Date	07/01/2027
Description	This policy describes the activities and responsibilities involved in the process of dealing with compliments, concerns and complaints.		
Related legislation, guidance and internal procedures	PHSO's Principles of Good Complaints Handling Sub-Policies, Appendix A		
Internal Distribution	All employees of Livity Life		
External Distribution	On request		
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1. Purpose

- 1.1 The purpose of this Policy document is to set out the activities and responsibilities involved in the process of dealing with compliments, concerns and complaints and the improvements that can be identified using information from such feedback.
- 1.2 This Policy aims to ensure that concerns and complaints are handled effectively and without delay, with the aim of providing a satisfactory response to the complainant whilst being fair and open to all those involved.
- 1.3 This Policy explains the means by which a Service User or their representative can raise a concern or complaint.
- 1.4 The Policy describes the responsibilities of Colleagues in the fulfilment of this Policy.
- 1.5 This Policy will meet the requirements of Service Users, Commissioners, and other relevant bodies.

2. Scope

- 2.1 This Policy applies to all Colleagues, regardless of their job role.
- 2.2 Capitalised terms are defined in the definitions section of the Appendix to this Policy.

3. Responsibilities

- 3.1. The Managing Director has overall accountability for the management of concerns and complaints and for ensuring that lessons learned from complaints and concerns are fed back into the company and that changes and learning takes place as a result of these lessons.
- 3.2. Service Centre Managers are accountable for:
 - 3.2.1. Investigating and addressing all complaints.
 - 3.2.2. Managing the day-to-day received complaints.
 - 3.2.3. Ensuring that their colleagues are adequately trained in complaint handling.
 - 3.2.4. Assigning individual actions to their deputies as required.
 - 3.2.5. Reporting on compliments and complaints in accordance with this policy.
- 3.3. Individual colleagues are responsible and accountable for complying with this Policy.
- 3.4. The Governance Department is responsible for
 - 3.4.1. Maintaining the documented framework (this Policy) for complaint

handling.

3.4.2. Monitoring compliance with this Policy

3.4.3. Reporting to the Executive Committee on compliments and complaints in accordance with this Policy.

4. Policy Statement

4.1. This Policy is enacted to ensure that Livity Life handled effectively concerns and complaints, addressing these without delay, with the aim of providing a satisfactory response to the complainant whilst being fair and open to all those involved.

4.2. Livity Life will:

4.2.1. Treat Complainants courteously, with empathy, and will involve the Complainant where possible in decisions about how their complaints are handled and considered.

4.2.2. Ensure that complaints can be made by anyone at any time and on behalf of someone who has the consent of the service user.

4.2.3. Ensure that a compassionate and sensitive approach is adopted at all times and that there is no discrimination occurring as a result of making a complaint.

4.2.4. Seek to resolve complaints efficiently and without any undue delay, keeping the Complainant informed at relevant key stages.

4.2.5. Learn from feedback, make appropriate changes in response and share lessons learned across the organisation and with other relevant stakeholders.

4.2.6. Ensure safety concerns are reported openly in full.

4.2.7. Ensure that, in complying with this Policy, information provided to Service Users, the public, our commissioners and regulators will be accurate, truthful and not misleading.

4.2.8. Ensure that all staff are aware of their obligations in managing and responding to feedback.

5. Policy

5.1. The Complainant

A formal complaint may be made by a service user or any person affected by or likely to be affected by the action, omission or decision of the organisation that is the subject of the complaint. Complaints can be made by health and social care professionals on behalf of their respective service user or patients, their carers and relatives.

Someone acting on behalf of another person may make a complaint where that person is unable to make the complaint themselves or has asked the person to make the complaint on their behalf. Where people are unable to make a complaint themselves, the representative will need to have or have had sufficient interest in their welfare and be an appropriate person to act on their behalf. If the complainant is acting on behalf of someone else then consent must be obtained from the service user themselves.

If the complainant is acting in the case of a child, the representative must be a parent, guardian or other local person who has the care of the child and where the child is in the care of a local authority or a voluntary organisation, the representative must be a person authorised by the local authority or the voluntary organisation.

Where consent is required, the target dates to respond will temporarily halt until this has been received.

5.2. Complaint timelines and limitations

Livity Life will aim to provide a full response to the complainant within 40 working days of the complaint being logged into with Livity Life. Where this is not possible, Livity Life will discuss with the Complainant the potential response times and the reasons why the 40 working days target will not be met.

5.3. Complaint receiving

Complaints can be made to any Livity Life employee or via a third party.

Complaints can be made verbally, in writing (including e-mail), telephone, Livity Life 'Contact Us' internet links or social media platforms.

All complaints received will be logged and tracked in the company systems.

5.4. Social Media feedback

If any complaint is received via a social media platform or a review site then the complaint will be forwarded to the Service Centre Manager who will contact the individual within 3 working days to discuss their concerns. The complaint will be entered into the formal complaints process.

5.5. Unreasonable and persistent complaints

In the event that a complainant is deemed as unreasonably persistent and/or repetitive by the complaint investigator, it is important that the correct Protocol is followed. This Protocol is described in Sub Policy LL 10.01 Complaint Handling and Process.

5.6. Escalation

If, after the complaint has been investigated and closed by the complaint investigator, the Complainant is not satisfied with the manner in which the

complaint has been handled then the Complainant will be signposted to the Ombudsman by the complaint investigator:

Local Authority Commissioned Service Complaints

Local Government Ombudsman

PO Box 4771

Coventry

CV4 0EH

Telephone: (0300) 061 0614

Website: <http://www.lgo.org.uk>

5.7. Good practice principles

Livity Life follows the Parliamentary and Health Service Ombudsman's Principles of Good Complaints Handling by:

- Getting it right
- Being customer focused
- Being open and accountable
- Acting fairly and proportionately
- Putting things right
- Seeking continuous improvement

5.8. Organisational learning

A fundamental aspect of the complaints process is ensuring that Livity Life learns and improves from the experience of receiving and managing complaints.

Each complaint received by Livity Life is an opportunity to learn and this learning is key to continuous service improvement.

Within each business function a process will be in place to identify the likely cause of the complaint, record the lessons learned from the complaint and to record what action has been, or will be taken as a result of the investigation.

6. Measurement and Reporting

- 6.1. Monitoring of compliance to this Policy ensure that Executive Team and the Board are provided with assurance of Policy compliance and that complaints and managed fairly and equitably; that lessons learned are used to better

inform policies and improve services and decision making.

6.2. Reporting metrics include

6.2.1. The number of complaints (by Centre)

6.2.2. Auditable Sub Policy-specific metrics:

- 6.2.2.1. Was the complaint initially acknowledged within 1 working day?
- 6.2.2.2. Was the complaint acknowledged by the Investigating Officer within 3 working days?
- 6.2.2.3. Was the depth of the investigation commensurate with the seriousness of the complaint?
- 6.2.2.4. Was the complaint responded to in the agreed timescales and in no more than 40 working days?
- 6.2.2.5. Was an apology offered, if appropriate?
- 6.2.2.6. Did the final communication to the Complainant signpost the Complainant to the relevant Ombudsman for independent review?
- 6.2.2.7. Were action(s) implemented, and lessons learnt discussed and detailed in the complaint response?

Reporting will be provided monthly at a Contract, Division and Group level.

Appendix A: List of Sub Policies

Group Sub Policy Ref	Group Sub Policy Name	Owner
LLL10.01	Complaint Handling and Process	Governance Team
LLL10.02	Freedom to Speak Up Policy	Governance Team

Appendix B: Definitions

The following definitions apply to this Policy:

While both “responsible” and “accountable” relate to actions and outcomes, “responsible” focuses on the tasks or roles someone performs, while “accountable” means being answerable for the results of those actions, whether positive or negative.

Term	Definition
Being open	Being open involves: Acknowledging, apologizing and explaining when things go wrong.

	Conducting a thorough investigation into the incidence, complaint or claim. Reassuring service users.
Duty of candour	A contractual duty to inform and apologise to service users if there have been mistakes in the provision of services that have led to significant harm.
Concern	An expression of worry about an event or incident which is usually current and can be completely remedied to the individual's satisfaction within a short period of time.
Complaint	An expression of dissatisfaction with a service which has personally affected an individual and which requires an investigation and a response in order to resolve the matter and promote learning.
Compliment	An expression of positivity received about an individual or service provided.
Investigating Officer	An identified manager tasked to investigate the individual issues raised by the complainant and working collaboratively with the Governance Team to draft a response.
LGO	Local Government Ombudsman.
Not upheld complaint	Investigation finds no evidence to substantiate the individual's complaint and concerns raised.
Openness	Enabling concerns and complaints to be raised freely without fear, with questions being answered.
Partially upheld complaint	Investigation findings agree with some parts of the individual's complaint.
PHSO	Parliamentary and Health Service Ombudsman.
Representative	An individual with the legal right to "speak" for the Service User. Evidence must be obtained as legal proof (e.g. copies of the Power of Attorney, DWP documentation and any documentation regarding Appointee status).
Responsible Officer	The Responsible Officer for the complaints process is the relevant Head of Service. It is their responsibility to review the draft response letter and advise of any amendments or approve for sending.
Transparency	Accurate information about performance and outcomes to be shared with staff, service users, the public, Commissioners and regulators.
Upheld complaint	The investigation findings agree with the individual's complaint.

Appendix C: Revision History

Version Number	Reason for Change	Description of Change	Date of Change	Author
4.0	Annual review	Policy review	15/05/2016	Alex Underwood
5.0	Annual review	Policy review Date removed from version Inclusion of updates	09/10/2017	Alex Underwood
6.0	Annual review	Policy review Inclusion of updates	14/12/2018	Sarah Knight

				Alex Underwood
6.1	Annual review	Policy review Inclusion of updates	30/06/2022	Elaine Floodgate
7	Annual review	Policy review Changes to complaints processes	01/05/2023	Elaine Floodgate
8	Annual review plus amendments	Addition of more data-points for complaint analysis	05/12/2023	Mat Kelsey
9	Full review	New Policy template and multiple changes	07/01/2026	Deb Knowles