

Complaints Procedure Policy

Introduction

Liberty Supported Living is committed to providing high-quality services to all our clients. We believe in transparency, accountability, and continuous improvement. This Complaints Procedure Policy is designed to ensure that any complaints or concerns are handled promptly, fairly, and effectively.

Objectives

- To provide a clear and transparent process for handling complaints.
- To ensure all complaints are investigated thoroughly and fairly.
- To resolve complaints in a timely manner.
- To use feedback from complaints to improve our services.

Scope

This policy applies to all clients, their families, and representatives who receive services from Liberty Supported Living.

Definitions

- Complaint: Any expression of dissatisfaction, whether oral or written about the service provided by Liberty Supported Living.
- Complainant: The person making the complaint.

Procedure

Informal Resolution

Step 1: Raise the Complaint

- The complainant should first raise their concern with the staff member involved. This can be done verbally or in writing.
- The staff member should listen carefully, acknowledge the complaint, and try to resolve the issue immediately.

Step 2: Escalate to Manager

- If the complainant is not satisfied with the initial response, or if the complaint is about a staff member, they should escalate the complaint to the Service Manager.

Liberty Supported Living, 48 Norfolk Avenue, Slough,
SL1 3AD

Phone: 01753 777942

Email: info@libertysupportedliving.co.uk | Website: www.libertysupportedliving.co.uk

- The Service Manager will acknowledge the complaint within 2 working days and aim to resolve it within 5 working days.

Formal Resolution

Step 3: Submit a Formal Complaint

- If the complainant is not satisfied with the informal resolution, they can submit a formal complaint in writing to the Complaints Officer at Liberty Supported Living.
- The Complaints Officer will acknowledge receipt of the complaint within 2 working days.

Step 4: Investigation

- The Complaints Officer will investigate the complaint thoroughly. This may involve speaking to the complainant, staff members, and any witnesses.
- The investigation should be completed within 15 working days. If more time is needed, the complainant will be informed.

Step 5: Response

- The Complaints Officer will provide a written response to the complainant, detailing the findings of the investigation and any actions taken.
- If the complainant is satisfied with the response, the complaint will be considered resolved.

Appeals

1. Step 6: Appeal Process

- If the complainant is not satisfied with the outcome of the formal resolution, they can appeal to the Senior Management Team.
- The appeal must be submitted in writing within 10 working days of receiving the formal response.
- The Senior Management Team will review the complaint and the investigation process and provide a final decision within 20 working days.

External Review

1. Step 7: External Agencies

- If the complainant remains dissatisfied after the internal appeal process, they can contact external agencies such as OFSTED or the Local Government Ombudsman.
- Liberty Supported Living will provide contact details for these agencies upon request.

Liberty Supported Living, 48 Norfolk Avenue, Slough,
SL1 3AD

Phone: 01753 777942

Email: info@libertysupportedliving.co.uk | Website: www.libertysupportedliving.co.uk

Monitoring and Review

- All complaints and their outcomes will be recorded and monitored to identify any trends or areas for improvement.
- The Complaints Procedure Policy will be reviewed annually to ensure its effectiveness and compliance with regulations.

Contact Information

- Service Manager: Fradreck Mushaniga, Liberty Supported Living, 48 Norfolk Avenue, Slough, SL1 3AD, fred@libertysupportedliving.co.uk, +44 7939 289720
- Mufaro Gaza, mufaro@libertysupportedliving.co.uk, +44 7939 289721

Conclusion

Liberty Supported Living is dedicated to ensuring that any complaints are handled in a professional and constructive manner. We value feedback and are committed to using it to improve our services continuously.