

# Complaints and Compliments Policy

## 1. Policy Statement

Arli Healthcare Services Ltd takes all complaints seriously and will investigate them fully. This policy takes into account the needs of our service users and care workers.

The complaint procedure is included in the Company Handbook and the Service User Handbook and includes details of the support available to make a complaint

## 2. Complaints Procedure

If the service user or person acting on their behalf wish to make a complaint or express their views, they can contact Arli Healthcare using the details at the front of the Service User Handbook and request a Complaints Form or report their complaint directly to the office.

We try to resolve most complaints through discussions between the service user and senior manager to reach a satisfactory conclusion. The complaints must be entered into the Complaints Book held by all Senior Managers and should be resolved within 5 working days. An entry will be made on the 'Staff Plan' IT system under 'Compliments and Complaints'

Anyone making a complaint will be made aware that they will not be discriminated against for making a complaint and that support will be made available if needed.

### Stage 1

Reception staff or Team Leader will record and pass all complaints to a senior. This requires the completion of a 'Complaint Form' – Stage 1, which will detail the complaint received, or a verbal record can be recorded and where necessary with the help of an interpreter, and an entry made on Staff Plan at this and all other stages of the process.

### Stage 2

The senior manager will acknowledge receipt of the complaint and request details of the complaint from the service user or their representative in writing by completing a 'Complaint Acknowledgement Form' – Stage 2.

A stamped addressed envelope and a copy of Arli Healthcare Services 'Complaint Policy' will be included with the Form.

### **Stage 3**

The senior manager will investigate all complaints fully within 10 working days. All complaints investigations will be recorded on the 'Complaint Investigation Form' – Stage 3 and include details of the investigation made and the any action to be taken.

### **Stage 4**

The outcome of the investigation and the action to be taken will be communicated within 28 days of receipt of the complaint, to the service user or the person acting on their behalf on the 'Complaint Outcome Form' – Stage 4, also including a copy of the Appeals Procedure, and Staff Plan updated.

These records will be kept up to date, in good order and stored securely. The record will be kept on the personal file of the service user kept by Arli Healthcare and on the care workers personnel record, if applicable. They will be retained for a period of not less than 3 years beginning on the date of the last entry.

The senior manager will compile a list of complaints made, reviewed and analysed quarterly for trends. This list will be made available to the Commission for Quality in Care upon request.

### **Appeals Procedure**

The service user or the person acting on their behalf has the right to appeal against the outcome of their complaint decision.

### **Appeal Criteria.**

#### **Stage 5**

Appeals can be made if the service user or the person acting on their behalf feels that they have been treated unfairly, intrusion into their personal life has occurred, there has been a breach of confidentiality or if the service user or the person acting on their behalf feels that the person conducting the investigation was in direct conflict with the service user needs rights or well-being.

The service user or the person acting on their behalf must complete an 'Appeals Form and forward to the Senior Director, within 14 working days of the complaint decision.

The Director of Operations must respond within 14 working days of receiving the appeals form.

## Stage 6

The outcome of the appeal will be communicated to the service user or their representative on the 'Complaint Outcome Form'. The outcome of the appeal may result in the original decision being upheld. If unresolved the service user or the person acting on their behalf may contact Social Services or the Commission for Quality in Care.

### Care Quality Commission:

Address:

London office

2 Redman Place  
London  
E20 1JQ

Phone: 0 3000 616161

## 3. Compliments

If a written compliment is received about a specific care worker, a copy will be passed onto the worker and a copy kept with the workers employment records. The original is kept in the compliment's portfolio. If a verbal compliment is received about a specific care worker, this will be passed onto the worker by their manager and a note made on their employment records. If a written compliment is received about the organisation, this will be kept in the compliment's portfolio.

All compliments will also be recorded under 'Compliments and Complaints' on 'Staff Plan.

### Policy review

Review date: 10<sup>th</sup> December 2025

Next review date: 10<sup>th</sup> December 2026

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