



Appleford Homes Limited

(Adult Domiciliary Care Services) Policy Document

General Policy AHL 0027

Complaint Policy

Devised	April 2024
reviewed	April 2025
Date for Next	
Revision	April 2026
Reviewed by	Chief Executive/Board of Directors



Compliments, Concerns and Complaints
Information for Customers

What our customers can expect

At Appleford homes Ltd we listen to feedback about our services and take any concerns seriously. We look into all complaints and tell customers what we find. Where there are shortfalls, we take prompt action to put this right.

Please let us know if you like a copy of this information on "Compliments, concerns and complaints" in an alternative language, Braille or in large print.

Our approach to compliments, concerns or complaints

At Appleford homes Ltd we welcome all of your comments, whether these are concerns, complaints or compliments. Compliments help us to know what we are doing well. We tell our staff about complaints we receive.

We are committed to providing you with excellent quality. We make every effort to achieve this; however, if something is not good enough, we want you to tell us so that we can improve our services.

Concerns or complaints may be about delay, an unreliable or poor standard of service, discourtesy or a failure to talk to you about how your care and support is carried out.

So please let us know if:

- You think we have not done something well enough.
- We have not done something that we said we would do.
- You are not satisfied with a particular service that we provide.

We understand that it might be difficult for you to complain because you may be worried that this could affect your service. Please be assured that we will take your complaints or concerns seriously and will never treat you differently because you have made a complaint. It is your right to complain and our opportunity to learn from you.

You may choose to make a complaint anonymously; however, this may limit our ability to look into your concerns properly. Also, we will not be able to inform you what we find out.

What to do if you have a concern or wish to make a complaint

You {or your family/friend/advocate) can raise a concern or make a complaint either in writing (including mail) or by phoning or calling into our offices.

Address: SafeStore, Office 11, Reddish Road, Reddish, Stockport Chesire, SK5 7BW

Telephone number: 0161 879 0070, 0161 912 5662

Email: applefordhomes@gmail.com admin@applefordhomes.co.uk



If you need help to make your complaint, we will offer you support. We can give you information about local advocacy services. An advocate will support you to express your views. Alternatively, you may wish to ask someone to help such as a friend, relative, MP, councillor, someone else that you trust or a voluntary/council agency. We can also arrange for you to communicate with someone in sign language.

How we will deal with your concern or complaint

We will always:

- Be sensitive and listen carefully to your concerns.
- Discuss the nature of your concerns with you and decide what needs to happen.
- Record your concern or complaint
- Take an action taken and record the action taken.

If your concern can be resolved through a telephone call, then we may do this without delay. For example, your support worker who is usually punctual has not arrived on time. However, if you tell us something more serious or make a formal complaint, we may need to carry out a full investigation. In these cases, we will:

- Acknowledge your complaint in writing within 2 working days and tell you how we will look into it, the name of the person who will be dealing with your complaint and when you can expect to know the outcome.
- Investigate your complaint thoroughly and impartially without delay. This may include looking at our records or talking to your care worker if the complaint is about them.
- If other agencies are involved, we may need to talk to them. If we think you may be at risk from abuse, then we may need to refer the matter to the Adult Social Services Department and notify the regulator for adult social care, the Care Quality Commission.
- In most cases we ask for your permission first. Sometimes we may need to pass on information about you if we believe that a criminal offence may have been committed or if you are at risk but are not able to understand this.
- When we have looked into your complaint, we will write to tell you what we have found and what we will do to put things right. You will usually receive this report within 15 days from making your complaint. If your case is more complex this may take up to a month. You will have up to 10 working days to tell us if you are satisfied with our response and to make any comments.
- We will keep you advised of progress relating to your complaint on at least a weekly basis. In exceptional circumstances there may be slight delay. In these cases, we will try and agree a longer time frame with you.
- If your complaint relates to poor performance or conduct by a care worker, then this is likely to be managed under our staff disciplinary procedures. We are happy to provide you with a copy of this procedure upon your request.

Getting helps to take your complaint further



If you are unhappy about the way we have dealt with your complaint, you may wish to take the matter further. You can:

Tell the regulator for adult health and social care if you think that our service may be in breach of its statutory duties. The regulator will look into cases where the provider of services may be failing to comply with essential standards of quality and safety:

The Care Quality Commission for England
CQC National Customer Service Centre
Citygate, Gallowgate
Newcastle - Upon - Tyne
NE1 4PA
Telephone: 03000 616161
Email: complaints@cqc.org

- Contact your Local Authority Social Services Department (if you receive help with funding towards your care):
Tameside MBC
Dukinfield Town Hall
0161 342 8355
- Stockport Council
Contact Team
Fred Parry House
Stockport
0161217 6019
- Derbyshire county Council
County hall
Matlock
DE4 3ACr
0162 953 3190
Out of office hours- 0162 953 2600

Ask the Local Government Ombudsman to investigate the matter on your behalf. The Ombudsman will investigate cases of maladministration. It cannot look into the decision made by us but can look into the way in which a decision was reached. This service is free of charge and is available to customers who receive funding from their local authority. Please be aware that the Ombudsman will check the Appleford Homes Ltd (and the local authority for customers who receive help with funding) has had a fair opportunity to deal with your complaint first.

The Local Government (LGO) Advice Line: 0300 061 0614 Website: www.lgo.org.uk



Obtain further advice and information from the United Kingdom Home Care Association. Appleford Homes Ltd is a member of this trade association.

The United Kingdom Home Care Association,
Group House, 2nd Floor, 52 Sutton Court Road,
Sutton, Surrey
SM1 4SL

Telephone: 020 8288 5291

Email: helpline@ukhca.co.uk Website: www.ukhca.co.uk

What we will do with the information from concerns and complaints. We want to learn from all concerns and complaints. Therefore, we will use information about service failures to improve the way that we work.

All complaints and concerns received by Appleford Homes Ltd will be recorded and stored securely and confidentially. These records will be available to the regulatory bodies when they carry out their inspections to check that we are meeting the regulations.

Complaints Form

Please complete and detach this form and send it to the appropriate person as outlined in our procedure.

Summary of Complaint including date:



Person making complaint

Name of person

Address:

.....
.....
.....

Home Telephone No:

.....
...

Day Time Telephone No:

Person Taking Initial complaint

Name of person

Job Title:

Project:

Day Time No:



Follow Up

Stage 1

Name of person

Job Title:

Project:

Date Acknowledged:

Follow Up Action Taken to date, Or Planned action (attach extra sheet if required)

Resolved: Yes/ No Not resolved: Yes/ No Date Concluded:

Please Note after stage 1 please send to head office for the attention of the Complaints Team. Please also send copies of any relevant letters etc in relation to the complaint/suggestion Email applefordhomes@gmail.com



Stage 2 (Complaint Team)

Name of person

Job Title:

Project:

Date Acknowledged:

Follow Up Action Taken to date, Or Planned action (attach extra sheet if required)

Resolved: Yes/ No Not resolved: Yes/ No Date Concluded:



Stage 3 (Management Committee)

Name of person

Job Title:

Project:

Date Acknowledged:

Follow Up Action Taken to date, Or Planned action (attach extra sheet if required)

Resolved: Yes/ No Not resolved: Yes/ No Date Concluded:



Complain Procedure for Clients

We want you to be happy when you are with us but sometimes you might not be.

It's OK to tell us when you are not happy and complain.

Why might you complain?

You might be unhappy on our project.

You might have had a disagreement with staff member or friend.

You might feel that staff don't listen to you.

How to make a complain

Talk to a manager or your client facilitator.

Call or text 0751654486

Email: applefordhomes@gmail.com

What we will do

We will listen to you and help you resolve your complain.

We will always let you know how we have done this.

If you're still not happy you might want to talk to your family or carer.

