



Rachel Cares Ltd

Complaints and Compliments Policy

Purpose of Policy

This policy explains how Rachel Cares encourages, responds to, monitors, and learns from complaints, concerns, and compliments from the people we support and their families or representatives.

Rachel Cares adheres to Regulation 64 Part 14 and the statutory guidance under the Regulation and Inspection of Social Care (Wales) Act 2016 and the expectations of **Care Inspectorate Wales (CIW)**.

The purpose of this policy is to ensure the people we support feel **safe, confident, and supported** to raise concerns or complaints about the service they receive.

Policy statement

Rachel Cares is committed to dealing effectively, fairly, and openly with any concern or complaint.

We will:

- Listen carefully and treat complaints seriously
- Apologise where we have made mistakes
- Put things right where possible
- Be open and honest when things go wrong (duty of candour approach)
- Ensure people can complain **without fear of discrimination or impact on their care**
- Learn from complaints to improve our service

Accessibility – Making Complaints Easy

Rachel Cares recognises that some individuals may need support to make a complaint.

We will:

- Provide this policy in **alternative formats** (Easy Read, large print, verbal explanation)
- Support individuals with communication needs, sensory impairments, dementia, or learning disabilities
- Accept complaints verbally, in writing, by telephone, email, or through an advocate
- Offer access to independent advocacy such as **Llais (Citizen Voice Body)**
- Investigate anonymous complaints as far as reasonably possible

Compliments

Rachel Cares encourages compliments as they help recognise good practice and staff performance. Compliments are recorded and form part of service quality monitoring.

How to Make a Complaint

Complaints may be made by:

- Speaking to any staff member
- Telephone
- Email
- Letter
- Through a family member, representative, or advocate

All staff must pass complaints to management immediately

Roles and Responsibilities

Role	Responsibility
Responsible Individual	Overall governance and oversight of complaints
Registered Manager	Leads investigations and provides responses
All Staff	Listen, record, and report complaints promptly

Complaints information is reported to the Responsible Individual as part of governance oversight.

Recording of Complaints

A written record of all complaints is kept, including:

- Name of complainant (unless anonymous)
- Nature of complaint
- Date and time received
- Actions taken
- Outcome of investigation
- Date of response

Records are available for inspection by CIW.

Confidentiality

Confidentiality is maintained unless safeguarding or statutory duties require information sharing.

How we respond to a complaint: At Rachel Cares we aim to deal with complaints quickly and effectively 'in house' within the following process:

Stage 1: Local Resolution

- Complaint acknowledged within **2 working days**
- Investigation and response within **14 working days**
- May extend to **28 working days** with agreement
- **Regular updates will be provided if delays occur**

Resolution will include:

- Outcome and findings
- Apology where appropriate
- Actions taken or planned
- Right to escalate

We will attempt informal resolution where appropriate and safe.

People will be supported to understand the outcome in a way that meets their communication needs.

Stage 2: Formal Consideration

Triggered when:

- Stage 1 resolution is not satisfactory
- Serious allegation is made
- Complaint involves management

Formal investigations aim to be completed within **35 working days**. Written outcomes will be shared and copied to CIW or the local authority where required.

Safeguarding

If abuse or neglect is suspected, safeguarding procedures take priority and we will cooperate fully with external investigations.

External Support

Complainants may contact:

- **Care Inspectorate Wales (CIW)**
- Local Authority complaints teams
- **Llais**
- Public Services Ombudsman for Wales
- Social Care Wales Learning and Governance

Rachel Cares management will:

- Review complaints **quarterly**
- Analyse themes and trends
- Create improvement action plans
- Share learning in staff meetings and training

This ensures complaints lead to service improvement.

Recording of monitoring concerns, complaints, and complements

The management are responsible for monitoring information, compiling reports on concerns and complaints, and managing the clients' complaint satisfaction survey.

On resolution of a complaint, we will ask the complainant to complete a client complaint satisfaction survey. Based on information that complainants provide – we will analyse Rachel Cares response to complaints in relation to diversity and address any issues of inequality we identify.

Information held about complaints will be held and processed in line with the principles of the General Data Protection Regulation (GDPR).

Complaints Performance – Monitoring and Reporting

Rachel Cares will record the following information regarding complaints:

- The number of complaints.
- The issues complained about.
- Whether the complaint involves discrimination or harassment.
- The name and correspondence address of the client, unless they wish to remain anonymous
- The length of time taken to respond to the complaint, compared with the timescales set out in this policy.
- Whether the complaint was upheld.

Annual monitoring

On an annual basis, a report will be submitted and contain the following information:

- Analysis of monthly and annual trends in the number, subject, and level of complaints.
- Analysis of equalities information and how it relates to the nature and subject of complaints.
- Analysis of the percentage of complaints, compliments and Freedom of Information Act requests responded to within the appropriate timescale, and the average time taken to respond to such requests.
- Evidence of action taken to learn from complaints received and trends in those complaints.

Equality and Human Rights

Complaints are treated equally regardless of age, disability, race, gender, religion, or sexual orientation. Monitoring identifies any inequality.

Training

All staff receive complaints handling training at induction and annually thereafter as part of 'conflict training'.

Contacts:

Care Inspectorate Wales (CIW)

South West Wales office, Government Buildings, Picton Terrace, Carmarthen SA31 3BT

Tel: 0300 7900 126 Email: CIW@gov.wales

Social Services Complaints Team

Social Services and Wellbeing Directorate, Level Two, Civic Offices, Bridgend, CF31 4WB.

Tel: 01656 642253 Email: social.services@bridgend.gov.uk

Abertawe Bro Morgannwg Health Board

ABMU Patient Feedback Team, which deals with complaints:

Telephone: 01639 683363/683316 Email: ABM.complaints@wales.nhs.uk

Public Service Ombudsman Wales (PSOW)

1 Ffordd Yr Hen Gae, Pencoed, CF35 5LJ

Tel: 0300 790 0203 Email: ask@ombudsman.wales

Social Care Wales (SC Wales)

South Gate House, Wood Street, Cardiff CF10 1EW

Tel: 02920 780545 Email: (fitness practice team)- ftp@socialcarewales.org.uk

Older Person's Commissioner for Wales

Cambrian Buildings, Mount Stuart Square, Butetown, Cardiff, CF10 5FL

Telephone: 03442 640 670 or 02920 445030 Email: ask@olderpeoplewales.com

Citizen Advice Body (Lias)

3rd Floor, 33 - 35 Cathedral Road, Cardiff CF11 9HB

Tel: 02920 235 558 Email: enquiries@llaiscymru.org

Reviewed by Rachel Young

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Next Review: January 2027