

Complaints Process Map



Stage 1: Initial Complaint

Action: Service user (or advocate) makes a verbal or written complaint.

Staff Role: Acknowledge the complaint and reassure the complainant that all issues, no matter how small, are taken very seriously.

Next Step: Support the complainant by sharing key contact details, explaining how our complaints procedure works, and what to expect as a result of the complaint



Stage 2: Acknowledgement (Within 5 Working Days)

Action: Written complaint is logged and acknowledged by the designated lead manager.

Time frame: Within 5 working days of receiving the complaint.

Actions: Send an acknowledgement letter with a leaflet explaining the procedure.



Stage 3: Initial Investigation (Within 14 Days)

Action: The designated manager starts investigating the complaint.

Time frame: Investigation should begin immediately and be completed within 14 days.

Possible Actions: Obtain further details if necessary / Verify consent if the complaint is filed by an advocate.



Stage 4: Response to Complaint (Within 28 Days)

Action: Provide a formal response in writing or arrange a meeting.

Time frame: Full explanation of the findings or meeting held within 28 days of the complaint being made.

Meeting Option: Complainant may bring a representative or advocate.



Stage 5: Post-Resolution and Follow-Up (Ongoing)

Action:

- Record the outcome in the complaints book.
- Review the complaint for any improvements or lessons to apply to the service.
- Formal review at least every six months to identify patterns or issues.



NB : Lessons learned will be shared with the team to enhance learning and raise awareness.

Escalation Options (If Complaint Remains Unresolved)

Option 1: Contact the CQC: Complainants can approach the CQC via their "Your Experience" platform.

Option 2: Contact Local Government Ombudsman (LGO): Particularly for self-funding service users, or when the complaint is about the organisation as a whole.