

1. Introduction

1.1 Staffordshire Care Association (SARCP) welcome feedback and will use it to improve and shape the services we provide. Sometimes despite our best endeavours, effective training and robust processes, there is the possibility we will fail to meet the high standards that we expect for ourselves.

1.2 We are committed to dealing effectively with any concerns or complaints about our services, venues or employees. We will make every effort to ensure that all complaints receive a thorough, accurate and timely response. No complaint will be disregarded.

1.3 We recognise that the courteous, timely and effective management of complaints is vital to maintain and build on the good relationships we have with our stakeholders.

2. Informal Resolution

2.1 We aim to resolve complaints swiftly and effectively, ideally at the first point of contact or soon thereafter. If the member of staff has both the authority and sufficient information to resolve the situation then they will, if not they will pass onto the BDM.

2.2 Sometimes, however due to the sensitivity or complexity of issues, or an acceptable resolution cannot be agreed, our formal complaints procedure will need to be followed.

3. How to make a Formal Complaint

3.1 We request that you put your complaint in writing by email to the BDM

bdm@sarcp.com

3.2 If you have a formal complaint about the BDM or a member of the Board of Staffordshire Care Association it should be communicated in writing to the Chair or Vice Chair.

chaire@sarcp.com

vicechair@sarcp.com

4. Dealing with your complaint

4.1 We will formally acknowledge formal complaints within two working days and provide details of how we intend to deal with it.

4.2 The findings and conclusions of the complaint will be provided in writing to the complainant within ten working days.

Complaints Policy



4.3 We will also ask the complainant to tell us their preferred method of communication.

4.4 Where the complainant is expressing a concern on behalf of somebody else, we will need that person's agreement to do so.

4.5 We will deal with concerns in an open and honest way.

4.6 We will make sure that any future dealings with us do not suffer as a result of having expressed a concern or made a complaint.

4.7 If the complainant remains dissatisfied following SARCP's response to a formal complaint, the complainant may request in writing that the complaint be considered at appeal within ten working days.

5. Audit and Review

5.1 A central complaints register will be kept by the BDM. The register will log all formal complaints, the name of the responsible manager, a summary of the key findings, the complaint outcome and any residual actions.

5.2 Complaint themes will be reviewed and measured to increase understanding of why complaints have been raised in the first instance, disseminate findings and improve service delivery