



# **COMPLAINTS, CONCERNS, COMPLIMENTS AND COMMENTS**

## **POLICY AND PRACTICE GUIDANCE**

<b>AUTHOR</b>	Sally Jackaman
<b>AUTHOR'S TITLE</b>	Director
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**This policy is accessible to everyone on the Company's website;**

**[www.abilityonline.co.uk](http://www.abilityonline.co.uk)**

**Paper or electronic copies can be requested by:**

**Telephone            01453 827978**

**Email                [admin@abilityonline.co.uk](mailto:admin@abilityonline.co.uk)**

**Or by using the message facility on the 'Contact Us' page on the website**

## **Complaints, Concerns, Compliments and Comments**

### **Policy and practice guidance**

#### **1. Complaints and Concerns**

This policy sets out our process and actions in dealing with complaints in such a way as to achieve a clear guide for users and to assure potential complainants of our commitment to dealing with these issues thoroughly and fairly.

Complaints can be made by anyone outside of the Company.

Concerns can be raised by any member of staff or volunteer within the company. This process encompasses the Company's grievance procedures.

All complaints will be fully investigated, including concerns about the use of restrictive practice.

1.1 All complaints and concerns will be recorded in writing preferably on the complaints form and forwarded to the Directors or the Registered Service Manager (RSM) who will allocate a manager to investigate. This manager will not be the subject of the complaint. The policy with the form attached is on the website.

1.2 All records will include the action taken in respect of the complaint or concern and the outcome.

1.3 All complaints or concerns will be acknowledged in writing and commissioning agencies will be notified within two working days where relevant.

1.4 An informal resolution will be sought within 14 working days.

1.5 If this is unsuccessful the RSM or his delegate will commence the formal process.

1.6 If a service user is involved, the commissioning agency might provide an independent person or advocate in order to safeguard his or her interests.

1.7 The process will consist of such meetings, paper investigations and individual consultations as deemed necessary by the person leading the investigation.

1.8 Any staff member can be represented or supported by a legal representative or other person not directly affected by the complaint or concern, e.g. a friend, colleague, union representative, advocate or professional.

1.9 Formal complaints or concerns should be resolved within 28 days of the start of the formal process and a report containing the decision sent to all parties involved. If the process is going to take longer for any reason the complainant and/or their representative will be notified.

1.10 If the complainant is not happy with the result the appointment of an independent investigator could be considered.

1.11 This complaints procedure is not connected to any other procedure (e.g. disciplinary, criminal investigation etc) although one might inform the other.

1.12 Complaints and concerns will be monitored monthly at Board meetings to identify trends and learning points and to ensure that successful solutions are achieved

1.13 The records of complaints and concerns will be kept for six years.

1.14 Records of complaints will be made available to Local Authorities, CQC and Ofsted on request.

1.15 Our service users are able to use the complaints procedures of their referring or placing authority at any time. Staff have a duty to remind them of that right, and to help them to access this procedure either directly or by helping them to access the approved advocacy service for their authority or agency

1.16 All our service users are given simple and straightforward information on how to make a complaint, in a format that is best suited for making information accessible to them.

## **2. Compliments and Comments**

2.1 All compliments and comments should be recorded by the person making the compliment or comment, or by a member of staff, an associate or a volunteer of A+bility Limited.

2.2 Staff, associates and volunteers can record any further action they think should be taken.

2.3 Completed forms will be forwarded to the Directors or their representative.

2.4 The Directors or their representative will acknowledge receipt with the originator.

2.5 Copies will be filed in staff, associate or volunteer's files if relevant.

2.6 Compliments and Comments will be monitored monthly at Board meetings.

## **3. Legislation**

The Health and Social Care Act 2008.  
Care Act 2014 (primarily for Local Authorities)

## **4. Monitoring and Review**

Staff are invited to recommend amendments to any policy at any time. All policies are reviewed by the management team annually. Amendments are disseminated to staff.

**APPENDIX 1**

**Complaint Record**

Complaint Taken By	A Scott	Complaint Number	
Date		Written/verbal	
Complainant Details:			
Name			
Address			
Phone Number			
Details of Complaint (where, what, when, who etc)			
Record of Enquiries:			

**Actions Taken/Agreed**

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**APPENDIX 2**

**Complaint, Concern, Compliment and Comment form**

1. Please give us your details

Name, including title	
Full Address	

Telephone number(s)	
Email address	
What is your role, or who are you representing?	

2. Are you making or raising a

Complaint?	
Concern?	
Compliment?	
Comment?	

3. Please give us as much detail about your Complaint, Concern, Compliment or Comment as you can. Use another page if necessary.....

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4. Please tell us what you would like us to do...

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**Please forward your form to:**

**A+bility Limited, 13 Salmon Springs Estate, Stroud, GL6 6NU**

email: [admin@abilityonline.co.uk](mailto:admin@abilityonline.co.uk)

If you have trouble filling in this form please phone 01453 827978 or use email. Please email to request an electronic version of this form, or contact us through the website.

***Thank you for taking the trouble to contact us***