

## COMPLAINTS PROCEDURE



Voyage Care is committed to identifying lessons learned from complaints so that services may be improved. Complaints are reviewed at the highest level of the organisation to identify learning opportunities for departments directly involved in the complaint and the organisation as a whole.

### Stage 1 – Local Response

If a person we support or their representative has a complaint about any issue, this should be raised, in the first instance, with the person who manages the particular service, so that it may be considered and hopefully resolved quickly and efficiently,

### Stage 2 – Formal Complaint

Dissatisfaction about issues which have been raised with the relevant manager previously but have not been resolved, and are still causing concern, or considered not able to be dealt with at a local level due to their seriousness or complexity, or simply at the request of the person we support, may be addressed at Stage 2 of the complaints procedure.

It is recommended that the formal complaints are made in writing (by letter or e-mail) wherever possible but Voyage Care will accept them in any format and will provide assistance to someone raising a complaint.

Formal complaints can be made in the following ways, including:

<b>In-Writing</b>	Complaint Officer c/o The Quality Team, Voyage Care, Wall Island, Birmingham Road, Lichfield, Staffordshire, WS14 0QP
<b>By Email:</b>	Complaints can be sent to <a href="mailto:Complaints@voyagecare.com">Complaints@voyagecare.com</a>
<b>By telephone:</b>	Speak to one of our complaints officers by calling Group Support on 01543 484500

A Stage 2 complaint will be logged by a complaints officer, acknowledged in writing within 3 working days and sent to the appropriate operations manager (or section manager/head) to investigate and respond within a further 15 working days.

### Stage 3 – Reviewing a Complaint

If the complainant is unhappy with the formal response, they may inform the Director of Quality who will request that a Director review the decision, outcome or response. Unless there are reasons otherwise, Stage 3 reviews will be carried out by a Managing Director. The complainant will receive an acknowledgement and respond directly to the complainant within further 15 working days, where possible.

### Stage 4 – Appeal

If the complainant is still unhappy with the outcome of the complaint they can ask that a Complaints Appeal Panel review the decision or outcome. The Director of Quality will arrange this within 28 days of the request wherever possible.

### Referring Complaints to External or Independent Bodies

Voyage Care is committed to resolving complaints to the satisfaction of the people we support without recourse to external arbitration. At any time, if your complaint is about a Voyage Care service (care home or domiciliary care) you may refer the complaint to one of the following bodies:

- For care homes and domiciliary services, the Care Quality Commission (CQC) in England.
- In Wales the Care and Social Services Inspectorate Wales (CSSIW) or in Scotland, Care Inspectorate.
- For Council for NHS Funded care services, the body who arranged the placement/service.
- For Council and privately funded care services, the Local Government Ombudsman.
- For housing services, the Independent Housing Ombudsman.