

Policy Statement

- 1.1 We are committed to providing as high quality a service as possible to the people we support, their families and representatives. We recognise that feedback of all kinds helps us to learn and improve what we do. We will make every effort to let people know how important their feedback is to us, whether they are happy or unhappy with the services we provide.
- 1.2 The policy explains how we encourage, respond to, monitor and act on complaints, concerns and compliments received from the people we support, their representatives and others about the services we provide.
- 1.3 Its purpose is also to help employees view complaints and concerns as positively as compliments. This is as a means of increasing customer satisfaction and improving our services. It outlines the procedures we expect employees to follow to resolve complaints as quickly as possible and meet the regulatory requirements on Avenues to monitor complaints.
- 1.4 Service Managers are responsible for ensuring that the people they support, their families and representatives have the confidence and information to raise concerns, make complaints and pay compliments. Information will be sent at the start of the support by subsidiary admin.
- 1.5 We will provide information for people we support, their families and representatives which shows how we will respond to their concern, complaint or compliment. This information will be provided in a variety of different formats, and we will support people in engaging with the process.
- 1.6 We treat all concerns, complaints and compliments in confidence and use the information to learn from and improve our services. We will not withdraw or reduce services because someone makes a complaint in good faith.

Scope

- 2.1 This is an Avenues Group policy, and applies to all subsidiaries and employees.
- 2.2 Avenues employees' are we expected to help others make complaints, but the complaints system is not for their personal use. If employees have concerns, they should raise it with their line manager. If this is not appropriate or does not resolve the matter, they can follow our Grievance policy or whistleblowing policy (see the Whistleblowing policy).

Related Avenues Policies

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| Confidentiality | Grievance |
| Data Protection | Safeguarding Adults |
| Equality of Opportunity, Diversity and Fair Treatment | Safeguarding Children |
| Health and Safety | Whistleblowing |

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