St Jude's Care Ltd – POL103 Complaints Policy

Version: v4

Last Reviewed: Jan 2026

Person Responsible: Rhys Chandler

St Jude's Care Ltd – Complaints Policy

1. Purpose

The purpose of this policy is to ensure that St Jude's Care Ltd has a clear, effective and accessible system for receiving, recording, investigating and responding to complaints, in line with Regulation 16 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

St Jude's Care Limited recognises that complaints are an important source of feedback and learning. We welcome complaints and view them as opportunities to:

- Improve the quality and safety of our services
- Put things right where they have gone wrong
- Learn from mistakes and prevent recurrence
- Strengthen trust and openness with people who use our services

This policy supports a positive complaints culture, where people feel confident to raise concerns without fear of discrimination, disadvantage or reprisal.

2. Scope

This policy applies to:

- All people using services provided by St Jude's Care
- Their relatives, carers, representatives and advocates
- All staff, managers and directors of St Jude's Care
- Members of the public, or individuals we interact with throughout our business

It covers:

- Verbal and written complaints
- Complaints made directly or on behalf of a client
- Complaints relating to the quality, safety or delivery of care and support

This policy does not:

- Replace safeguarding procedures (concerns of abuse will be managed under safeguarding policy)
- Form part of disciplinary, negligence or compensation processes

Complaints must normally be made within 12 months of the event or of the complainant becoming aware of the issue, in line with Ombudsman expectations.

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3. Definitions

- Complaint: An expression of dissatisfaction, whether verbal or written, about the service, care or actions of St Jude's Care Limited, where a response or resolution is expected.
- Complainant: The person making the complaint, either on their own behalf or on behalf of a service user.
- Advocate: A person supporting a client to express their views or make a complaint, with appropriate consent.
- Complaints Manager: The named person responsible for managing complaints in line with this policy.
- Concern: A minor issue raised verbally that can be resolved quickly without formal investigation.

4. Policy Statement

St Jude's Care complies with the CQC (Care Quality Commission's) Fundamental Standards, particularly Regulation 16: Receiving and Acting on Complaints, which requires all complaints to be investigated and appropriate action taken where failures are identified.

We ensure that:

- Complaints are handled promptly, fairly and sensitively
- People are treated with dignity and respect throughout the process
- Apologies are offered where appropriate (without this constituting an admission of liability)
- Learning from complaints is captured and used to improve services

5. Aims of the Complaints Procedure

The complaints procedure aims to ensure that:

1. People know how to complain and find it easy to do so
2. A named person is responsible for overseeing complaints
3. Written complaints are acknowledged within 3 working days
4. Complaints are investigated thoroughly and without bias
5. A written response is provided within 28 days, or delays explained
6. Reasonable adjustments are made to support accessibility
7. Learning from complaints is recorded and reviewed

6. Responsibilities

The named Complaints Manager is:

Rhys Chandler
Operations Director
St Jude's Care, 2–4 Stavordale Road, Weymouth, Dorset, DT4 0AB

The Complaints Manager, or their designated representative is responsible for:

- Acknowledging complaints
- Overseeing investigations
- Ensuring responses are timely and appropriate
- Recording outcomes and learning

7. External Bodies

People may contact external bodies at any stage, including:

Care Quality Commission (CQC)
CQC welcomes information about concerns but does not investigate complaints directly.
Tel: 03000 616 161
Email: enquiries@cqc.org.uk

Local Government & Social Care Ombudsman (LGSCO)
PO Box 4771, Coventry, CV4 0EH
Tel: 0300 061 0614
Email: advice@lgo.org.uk

Dorset Council (for Local Authority funded services)
County Hall, Colliton Park, Dorchester, DT1 1XJ
Tel: 01305 228563
Email: complaints@dorsetcouncil.gov.uk

Wiltshire County Council
Wiltshire Council, County Hall, Bythesea Road, Trowbridge, Wiltshire, BA14 8JN
Tel: 01225 718400
Email: complaints@wiltshire.gov.uk

Somerset Council
County Hall, Taunton, Somerset, TA1 4DY
Tel: 0300 123 2224
Email: adults@somerset.gov.uk

8. Safeguarding Concerns

If a complaint raises concerns of abuse, neglect or harm, it will be immediately referred to the Local Authority Safeguarding Team, and the complaints process may be paused pending advice.

9. Complaints Procedure

9.1 Verbal Complaints

- All verbal complaints are taken seriously
- Staff will attempt immediate resolution where appropriate
- If unresolved, the issue is escalated to a senior manager
- All verbal complaints/concerns are recorded as an event on Access, 'Concern' Log and linked to the client and/or care worker.

9.2 Written or Serious Complaints

- Acknowledged within 3 working days
- Investigated by an independent manager where possible
- Full response provided within 28 days
- Delays are explained clearly to the complainant
- All written and serious complaints are recorded as an event on Access as 'Complaint' and linked to the client and/or care worker.

The Complaints SOP has further information on the individual steps to be taken when there is a complaint.

10. Learning and Improvement

- All complaints are logged on Access Care Roster
- A Lessons Learned Form is completed where appropriate
- Complaints are reviewed monthly via Magic Notes Reports as part of quality monitoring
- Trends and themes are analysed to drive service improvement

11. Training

- All staff receive complaints training during induction
- Refresher training is provided as required
- Managers receive enhanced training in complaint handling