

Style Acre

Supporting people with learning disabilities



Feedback, complaints and compliments policy

We hope that the individuals who use the services of Style Acre and their representatives will always be happy with the standard of support provided by our staff. We are committed to providing a high-quality service to our tenants, the people we support, their families and representatives. We recognise that feedback of all kinds helps us to learn and improve what we do and encourage a positive and curious attitude to complaints. This policy sets out our approach and how to get in touch with us.

We have a feedback email address to allow people to feedback anytime with compliments, concerns, or complaints. At Style Acre we always like to hear about people's experiences and ideas. We invite anyone to get in touch and share their experiences by emailing 'feedback@styleacre.org.uk'

We always do our best to get things right but know that things can sometimes go wrong and there may be a reason to complain. We recognise that many concerns will be raised informally and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly
- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred

Should you be dissatisfied or concerned, please make your feelings known to the Support Manager of the service, or any other manager, either in person, by telephone, or in writing.

The contact address for the above is **Style Acre, Evenlode House, Howbery Park, Crowmarsh, Wallingford OX10 8BA. Tel: 01491 838760.**

Dealing with and investigating a concern or complaint.

We have 2 stages in our complaints process:

- Stage 1 – complaint investigation
- Stage 2 – complaint appeal

Title	Complaints Policy	Page No	1
Issue Date	July 2021	Version No:	1.1
Review Date	July 2024	Policy Owner	Rebecca Speight

This stage includes informing the complainant of their right to contact the Housing or Local Government Social Care Ombudsman if they unhappy with the outcome of their complaint appeal.

Stage 1 - In most cases the matter can be resolved by the Support Manager or Operations Manager either formally or informally. Often people feel more comfortable about suggesting improvements rather than complaining formally. These concerns or feedback should still be recorded to help us learn from these. Where a complaint is raised formally;

- We will acknowledge your complaint in 5 working days.
- The matter will then receive full attention and your comments will be responded to within 20 working days – or where this is not possible an update and explanation given.

Stage 2 – If for any reason you are not satisfied with the outcome of your complaint you have the right to appeal and should contact the Director of Operations or CEO at the above address. Ideally, this should be done within two weeks of being informed of the outcome. A record of all complaints will be held by the organisation with details of the outcome of each complaint.

We will always work with you to try and find a mutually agreed way forward however we accept that this may not always be possible. If after appeal we uphold the original decision you have the right to contact the relevant ombudsman for a review or to raise your concerns with our regulator or commissioning local authority

There are three local government ombudsmen in England. They each deal with complaints from different parts of the country. However, you should first send your complaint to:

The Local Government Ombudsman
P O Box 4771
Coventry CV4 0EH
Phone 0300 061 0614
Or 0845 602 1983.
Complaint appeal page: <https://complaints.lgo.org.uk>

If you fund your own care you may still make a referral to the local government ombudsman.

Our service is registered with and regulated by the Care Quality Commission (CQC). The CQC can be contacted at:
CQC National Customer Service Centre
Citygate
Gallowgate

Title	Complaints Policy	Page No	2
Issue Date	July 2021	Version No:	1.1
Review Data	July 2024	Policy Owner	Rebecca Speight

Newcastle upon Tyne
NE1 4PA
T: 03000 616161
W: <http://www.cqc.org.uk/contact-us>

This policy should be read in conjunction and consideration of our Safeguarding policy and our Duty of Candour policy

Title	Complaints Policy	Page No	3
Issue Date	July 2021	Version No:	1.1
Review Date	July 2024	Policy Owner	Rebecca Speight