



Complaints Procedure

Last Reviewed: 26 June 2026

Next Review Date: 26 June 2027

Reviewed by: Arran Taylor

Crosspath Care Ltd have a Complaints, Comments & Compliments Policy which is provided to service users along with the Service User Guide upon commencement of service delivery. The overall purpose of the policy is to provide a framework for dealing with complaints, comments and compliments and to explain the procedures to our service users.

Crosspath Care Ltd aims to provide a high-quality standard of service, but occasionally things may go wrong. Complaints help us to put things right and help us to make sure that we strive to ensure the same mistake doesn't happen again.

Service users will know where and how to make a complaint, comment or compliment and have easy access to the process, receive acknowledgement and information on the progress of their complaint, comment or compliment; and receive an appropriate response with prompt and adequate action taken when we have failed to provide a satisfactory service.

From the assessment, the importance of feedback will be explained to the service user and ensure they are advised on how they can complain/compliment easily. This will be explained in such a way that does not make them feel as though they cannot complain but that it is an important part of us being able to deliver effective care.

We aim to respond to customer feedback in a consistent and professional manner and use complaints, comments and compliments to shape our services.

All complaints will be recorded in order that reflection can take place and any trends identified early and addressed. All outcomes will be recorded by the registered manager.

Consent and confidentiality must not be compromised during the complaints process unless there are professional or statutory obligations that make this necessary, such as safeguarding.

Complainants, and those about whom complaints are made, must be kept informed of the status of their complaint and its investigation, and be advised of any changes made as a result.

How to complain

If you require support to complain you can contact Essex advocacy who provide a free service. Self-referral forms are on their website www.essexadvocacy.org.uk. You can also contact them by telephone on 03003435736, text SEAP to 80800 or email info@essexadvocacy.org.uk or write to P.O Box 375, Hastings, TN349HU

Please contact the Lead Practitioner, Arran Taylor alternatively you can email info.ipes@crosspathcare.co.uk Tel . **01787 827570**

If you have a complaint about the director or Lead Practitioner and would like this dealt with by somebody outside of the organisation you can contact the local government ombudsman on **0300 061 0614** you can also Text 'call back' to **0762 481 1595** or through their website <http://www.lgo.org.uk>.

If you are not happy with the outcome of your complaint or how it was dealt with, you can ask the Local Government Ombudsman to investigate it. This applies whether you pay for your own care or your local council pays for it. The Local Government Ombudsman is a free, independent complaints service. If they decide that the care service has got things wrong, they can make recommendations to put things right.

Stage 1 – Informal Resolution

Concerns should be raised informally in the first instance where appropriate. Crosspath Care will aim to resolve concerns quickly through open discussion.

Stage 2 – Formal Complaint

If the complaint is not resolved informally, a formal complaint can be submitted in writing. An investigation will be conducted and a written response provided within 28 days.

Stage 3 – Escalation

If the complainant remains dissatisfied, the complaint can be escalated to senior leadership or an external body such as the Local Government Ombudsman.

Early Resolution

Wherever possible, complaints will be resolved at the earliest opportunity to prevent escalation.

Safeguarding and Staff Complaints

Complaints involving safeguarding concerns or allegations against staff will be managed under safeguarding procedures and, where appropriate, referred to the LADO. These will be handled separately from standard complaints.

Vexatious or Persistent Complaints

Crosspath Care reserves the right to manage vexatious or persistent complaints appropriately, including limiting contact where necessary, while ensuring fairness and transparency.

Policy Review

This policy will be reviewed annually to ensure ongoing effectiveness and compliance.

How will your complaint be dealt with by Crosspath Care LTD?

<u>Complaint received.</u>
Contact to be made to inform the person making the complaint that investigation is being undertaken within 72 hours of receiving the complaint. A written Acknowledge should be given detailing the complaint they have made.
Investigation undertaken within 14 days, using the investigation report and action to be recorded and copy filed in the complaint folder
Written response to a person making a complaint within 28 days. If the complaint is complex it may take longer, if this is the case you will provide the complainant with a holding letter informing them of new timescales.
Feedback and shared learning to take place by the team by reviewing at team meetings and supervisions as appropriate.