

## Complaints Policy

# Hi-Flyers Home Care

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### Introduction

Hi-Flyers Home Care is committed to delivering high-quality care services. We view feedback, including complaints, as a valuable opportunity to improve the care and support we provide. This policy outlines how clients, family members, or other stakeholders can raise concerns and how those concerns will be handled.

### Purpose

This policy ensures:

- All complaints are handled in a fair, timely, and transparent manner.
- Service users feel safe and confident to raise concerns.
- Lessons are learned and improvements made when things go wrong.


### What is a Complaint?

A complaint is any expression of dissatisfaction about our service, staff conduct, or policies, whether justified or not. It can be raised by service users, their families, advocates, or professionals involved in their care.


### How to Make a Complaint

You can make a complaint in the following ways:

By phone:

 01772 200020

By email:

 Socialcare@hi-fly.org

In writing:

 3<sup>rd</sup> Floor, The chambers, Guildhall street, Preston, PR1 3NU

Online:

 Visit <https://hfrcare.co.uk/complaints/>

Complaints can also be made verbally to any staff member, who will record the complaint and pass it to the appropriate manager.

## **What Happens Next?**

### **1. Acknowledgment**

Your complaint will be acknowledged within 2 working days of receipt.

### **2. Investigation**

A senior member of the team will investigate the issue. This may involve speaking with staff, reviewing documentation, or contacting you for more information.

### **3. Response**

You will receive a full response within 14 working days. If more time is needed, we will keep you informed.

### **4. Resolution and Learning**

If the complaint is upheld, appropriate action will be taken. Lessons learned may be used to improve staff training or internal procedures.

## **If You're Not Satisfied**

If you are not satisfied with our response, you may escalate your complaint to:

Care Quality Commission (CQC)

Website: [www.cqc.org.uk](http://www.cqc.org.uk)

Phone: 03000 616161

Local Government and Social Care Ombudsman

Website: [www.lgo.org.uk](http://www.lgo.org.uk)

Phone: 0300 061 0614

## **Confidentiality and Support**

All complaints are handled in confidence. You will not be discriminated against or treated unfairly for making a complaint. If needed, we can support you in submitting your complaint, or you may appoint someone to complain on your behalf.

## **Review**

This policy is reviewed annually to ensure compliance with current legislation and best practice.