

18 - Complaints Policy

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1. Complaints Policy

Brain in Hand Ltd is committed to providing a quality service for its customers and staff and to working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our employees and customers. Therefore, we will respond to complaints in a sensitive and positive manner and appropriately address any issues that arise.

Our policy is to:

- provide a fair [complaints procedure](#) which is clear and easy to use for anyone wishing to make a complaint
- publicise the existence of our [complaints procedure](#) so that people know how to contact us to make a complaint
- make sure everyone at Brain in Hand knows what to do if a complaint is received
- make sure all complaints are investigated fairly and in a timely way
- make sure that complaints are, wherever possible, resolved and that relationships are repaired; and
- analyse complaints to identify trends, developing action plans to address areas of concern.
- gather information which helps us to improve what we do.

2. Definition of a Complaint

Brain in Hand Ltd defines a complaint as an expression of dissatisfaction (relating to the company, a member of our team or a service we have provided) that requires a response.

3. Aim

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; and
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. If concerns cannot be satisfactorily resolved informally, the formal [complaints procedure](#) should be followed.

4. Where Complaints Come From

Complaints may come from any individual, volunteer, or organisation who has a legitimate interest in Brain in Hand, including the public if something is perceived to be improper. A complaint can be received verbally, by phone, by email, or in writing.

Written complaints may be sent to Brain in Hand at First Floor, Hampton House, 23 Longbrook Street, Exeter, Devon EX4 6AB or by e-mail at enquiries@braininhand.co.uk.

Verbal complaints may be made by phone to +44 (0) 1392 247909.

5. Out of Scope

This policy does not cover complaints from staff, who should refer to Brain in Hand's HR department on such matters.

6. Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Brain in Hand Ltd maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (each complaint will be assessed on its own merit). Should the nature of the complaint mean that confidentiality may be compromised, the situation will be discussed and clearly explained to the complainant.

7. Responsibility

Overall responsibility for this policy and its implementation lies with the CEO of Brain in Hand.

8. Review

This policy will be reviewed annually and updated as required by the Head of Business Services.

9. Compliance

The reason for this Policy is to meet the requirements of Technology and Enabled Care Quality Standard Framework control 1.2 and 1.3.