

HOME FROM HOME SUPPORT LTD COMPLAINTS, COMPLIMENTS AND COMMENTS POLICY & PROCEDURE

1. SCOPE

- 1.1 This policy applies to all external agencies, professionals and members of the public, that may have contact with Home From Home and wish to make a complaint. It also applies to the person we support and their families. It does not apply to Home From Home employees.

2. OUR COMMITMENT

- 2.1. Home From Home aim to provide at all times, a high-quality service to the person we support, working in close partnership with relatives, friends, advocates and external professionals. In order to ensure we maintain high standards of care we rely on and welcome feedback from person we support, staff and others who come into contact with our services.
- 2.2. We wish to develop open and trusting relationships with all stakeholders. With this in mind we are keen that anyone with concerns about the service delivery feels able to address the matter swiftly and informally through discussion with the Manager of the service.
- 2.3. Concerns and complaints allow us to address any shortfalls in the quality of our service and our contact with others. We therefore strongly welcome and appreciate your comments. All complaints will be dealt with swiftly to assure the complainant that their complaint will be responded to in a positive manner.
- 2.4. The Responsible Individual is the Complaints Manager within Home From Home. All complaints must be notified to the Responsible Individual and are discussed and reviewed at the supervision session with Managers to ensure these are addressed appropriately and lessons can be learnt.
- 2.5. A person will be allocated to investigate each complaint. The investigator will be of suitable seniority to resolve the issues addressed in the complaint and will ensure that arrangements are in place to maintain effective communication with the person making the complaint. The complainant will receive written confirmation of the actions taken to address the complaint.
- 2.6. Each service within Home From Home will ensure that the Complaints Procedure is available in appropriately accessible and published formats for the people supported within the service.

- 2.7 This Complaints, Compliments and Comments Policy and Procedure has been developed in accordance with Regulation 64 of The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 and the accompanying Statutory Guidance issued by Welsh Ministers.
- 2.8 The policy sets out clear arrangements for receiving, acknowledging, investigating, and responding to complaints in a fair, timely, and transparent manner. It ensures that individuals are supported to raise concerns, including through advocacy where required, and that complaints are used as an opportunity to learn, improve, and enhance the quality of services provided.

3. HOW TO RAISE A CONCERN / COMPLAINT

- 3.1. If you are not satisfied with a service provided or the way in which you have been treated, immediately tell the person you are dealing with that you are not satisfied. All concerns and complaints will be treated seriously and sensitively.
- 3.2. If you cannot agree or find it hard to approach the person, ask to speak to their immediate line Manager.
- 3.3. The Line Management system is as follows:
- Lead Support Workers
 - Deputy Managers
 - Registered Managers
 - Responsible Individual
 - Board of Directors
- 3.4. Our aim will be to sort out any problems quickly and address any problems. We will advise you of any actions taken as a result of your concern/complaint.
- 3.5. Complaints can be made in writing, by email, in person or over the telephone. Where a complaint is made in person or over the telephone, we will make a written record of the complaint and provide you with a copy of the written record within five working days.
- 3.6. All complaints will be acknowledged within five working days, in the acknowledgement letter we will indicate the name of the person responsible for the investigation of your concerns. We will also offer to discuss the complaint with the complainant at a mutually agreed time to (i) Go over the manner in which the complaint will be handled and (ii) The period within which the investigation into the complaint is likely to be completed.
- 3.7. Let a member of our management team know if you need assistance to write a complaint or if you would like it recorded in another format e.g. Dictaphone.

- 3.8. Please make contact with the most appropriate line management level or direct to The Responsible Individual.
- 3.9. Should you be unhappy with the responses to your complaint you should also feel free to make your concerns known to the local authority.
- 3.10. Should your complaint concern an individual person we support you can additionally make your concerns known to the person's Care Manager. Details of who to contact will be made available by the Service Manager.
- 3.11. Should a person we support, or their representative require support to raise and follow through with a complaint, Home From Home will actively support in seeking independent advocacy to assist with this.

4. WHAT HAPPENS WHEN YOU RAISE A CONCERN OR A COMPLAINT TO HOME FROM HOME

- 4.1. We request that you raise your concern as soon as possible. Your concern/complaint will be:
 - Acknowledged within five working days
 - Investigated thoroughly
 - Treated confidentially
 - Responded to fully in writing within 28 days.
- 4.2. If there is likely to be any delay, we will let you know the reason for this and when you may expect to receive a detailed reply.
- 4.3. At any stage a meeting can be arranged to discuss your complaint.
- 4.4. Finally, raising a concern or a complaint can be difficult and stressful. Home From Home wish to work closely with others and to be totally open and transparent. We really do want you to make your concerns known at an early stage in order that we work in the best interests of person we supports.
- 4.5. Should you wish to appeal against the outcome of your complaint, please forward your appeal to the Responsible Individual

5 COMMENTS AND COMPLIMENTS

- 5.1 Home From Home recognises the value in receiving comments or compliments. The comments often help evidence good practice and provide the organisation with a means to further strive to improve the service we provide.

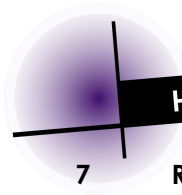
- 5.2 All staff will actively request comments or feedback when an individual external to the service has any form of contact.
- 5.3 Home from Home has implemented a Complaints, Compliments and comments log that is easily accessible in service. This document provides a means for people to easily log any comment. This document also provides details of how people can make contact in any other format.
- 5.4 All comments and compliments will be reviewed by the Responsible Individual who will respond formally to advise receipt and express gratitude for the individual taking their time to provide feedback with regards to the service they have visited.

6 RAISING COMPLAINTS EXTERNALLY

- 6.1 At any point you may choose to take your complaint externally to CIW or the Ombudsman for Wales.

<p>Care Inspectorate Wales</p> <p>Welsh Government office Sarn Mynach Llandudno Junction LL31 9RZ</p> <p>Telephone: 0300 7900 126 E-mail: CIW@gov.wales Twitter - @Care_wales</p>	<p>Public Services Ombudsman for Wales</p> <p>1 Ffordd yr Hen Gae Pencoed CF35 5LJ</p> <p>Telephone: 0300 790 0203 E-mail: ask@ombudsman.wales</p>
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- 6.2. Home From Home Support Ltd is committed to ensuring that all concerns and complaints are handled fairly, transparently, and in accordance with Regulation 64 of the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017. We recognise the importance of listening to feedback to continually improve our services.
- 6.3 While Care Inspectorate Wales (CIW) welcomes concerns about the quality of care and compliance with regulations, it is not a complaints agency and does not investigate individual complaints. Complainants are encouraged to follow Home From Home Support's internal complaints procedure to seek resolution. Where a complaint relates to regulatory non-compliance or risks to well-being, CIW may use this information to inform its regulatory oversight.
- 6.4 All complaints will be recorded, investigated, and responded to in a timely manner, ensuring fairness and confidentiality throughout the process.



7 REGULATORY MAPPING

- 7.1 Regulation 64 – Complaints
- 7.2 This policy demonstrates how Building Opportunities Learning Disabilities Ltd meets the requirements of Regulation 64 of The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 and the accompanying Statutory Guidance.
- 7.3 Accessible complaints arrangements: Clear and accessible information is provided to people we support, their families, representatives, and others on how to raise a concern or complaint, including the availability of support and independent advocacy where required.
- 7.4 Acknowledgement and timescales: All complaints are acknowledged promptly and responded to within published timescales, with clear communication maintained throughout the process.
- 7.5 Fair and proportionate investigation: Complaints are investigated by an appropriate person with sufficient authority and independence to address the issues raised, ensuring fairness, objectivity, and proportionality.
- 7.6 Outcome and learning: Complainants receive a written response outlining the findings, actions taken, and any learning or improvements identified. Complaints are used to inform service improvement and quality assurance processes.
- 7.8 Recording and oversight: All complaints are recorded, monitored, and reviewed by the Responsible Individual to ensure trends are identified, lessons are learned, and appropriate governance oversight is maintained.
- 7.9 External escalation: Information is provided on how to escalate complaints to external bodies, including Care Inspectorate Wales and the Public Services Ombudsman for Wales, where internal resolution has not been achieved.

8. REVIEW AND COMPLIANCE

- 8.1 This policy will be reviewed every two years or as required to ensure it remains current and effective.
- 8.2 Compliance with this policy will be monitored through regular supervision, audits, and feedback from individuals and their families.

Review Process	
Policy review frequency:	Responsible for review:
This policy / procedure will be reviewed on a 2-yearly basis	This policy / procedure will be reviewed by: Operations Director
Version Control	

Version	Date approved	Next review date	Author / Title
V3	February 2026	February 2028	Daryl Quarry

It is the responsibility of the employee to familiarise themselves with the contents of this policy and abide by it.

THIS DOCUMENT IS AVAILABLE IN ALTERNATIVE LANGUAGE AND ACCESSIBLE FORMAT

The Company revises all such policy and procedural documents on a regular basis. Failure to abide by this policy may lead to disciplinary action.

COMPLIMENT, COMPLAINTS & COMMENTS FORM

DETAILS OF PERSON MAKING COMPLIMENT, COMPLAINT OR COMMENT

PLEASE FEEL FREE TO REMAIN ANNONYMOUS



HOME FROM HOME

Forename: - _____

Surname: - _____

Service name _____

Date _____

Address: - (We need your full address so we can respond to your communication in writing)

Telephone Number: -

Email Address: -

Please circle below to indicate if you are using this form for: -

- **COMPLIMENT**
- **COMPLAINT**
- **COMMENT/SUGGESTION**

Detail of Complaint, Comment, Compliment: -

Please also feel free to send any compliments, Complaints or comments using the following contact details:

Home From Home 01495 239341
Mynyddislwyn Offices info@homefromhomesupport.com
Bryn Road
Pontllanfraith
Blackwood
NP12 2BH

Date received: -

Received by: -