

Complaints Policy

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Introduction

MoreLife is committed to delivering the best possible service to its clients. The staff and management are accountable to clients, client representatives, commissioning authorities and the local community in delivering services of the highest standard.

From time-to-time things may not run as smoothly as they should and sometimes misunderstandings occur. Left unresolved a small difficulty can become a serious issue, which is something we all want to avoid. It is very important that any concerns are raised as quickly as possible. Most complaints can and should be dealt with immediately, as it is often very difficult to make a judgement on a matter some weeks later. We invite and encourage clients, commissioning authorities and any external organisations or persons who have contact MoreLife to come forward and voice any minor or major concerns about any aspect of the work of MoreLife, so that they can be dealt with effectively.

Complaints Handling

All complaints will be handled with regard to the following code of conduct:

- Complaints will be dealt with courteously, promptly, professionally and objectively.
- Subjects of a complaint will not be involved in considering the response to the complaint.
- There will be no reprisals or negative words or actions against any person who makes a complaint or asks someone else to raise a complaint on their behalf.
- Complaints will be dealt with by the most appropriate MoreLife Manager available.
- Complaints against managers will be dealt with by MoreLife Directors or and independent complaints advisor.
- All complainants will receive a response to their complaint and information about how to pursue it if they are dissatisfied with the outcome or the way the complaint was handled.
- Written records of all complaints indicating how and when they were resolved will be kept securely and will be monitored regularly by the directors of the company.
- Complaint records will be available for external review by inspectors.
- Complaints will be treated confidentially except where this would put a person at risk, when the person's safety must be the first concern.
- Any complaint which alleges any kind of abuse will be dealt with in line with our Safeguarding policy.

What to do if you want to make a complaint

If you are unhappy with any aspect of the service, you have the right to:

- make a complaint.
- have that complaint investigated; and
- be given a full and prompt reply.

You can make a complaint by email, letter, in person, or by phone. If you make a complaint by phone or in person, we will write to you within 5 working days to confirm the details of your complaint, you will then need to let us know within 2 working days if we have

misunderstood anything. If we do not hear from you, we will assume we have the correct details and acknowledge your complaint.

All complaints should be sent in the first instance to the Compliance Team:

Email: Complaints@more-life.co.uk

Phone: 0113 812 5233

Post: MoreLife (UK) Ltd. Registered Address: Churchwood Hall, Leeds Beckett University, Headingley Campus, Leeds, LS6 3QJ

In the Compliance Team's absence or if the complaint is about them personally, the HR team can be contacted by:

Email: HR@more-life.co.uk

Phone: 0113 812 5233

Post: MoreLife (UK) Ltd. Registered Address: Churchwood Hall, Leeds Beckett University, Headingley Campus, Leeds, LS6 3QJ

Timetable of complaints

The period for making a complaint is normally:

- within 12 months from the date on which the event which is the subject of the complaint occurred; or
- within 12 months from the date on which the event which is the subject of the complaint comes to the complainant's notice.

Formal complaints will be dealt with according to the timetable below. We will:

- Acknowledge by letter that we have received your complaint within 5 working days.
- Appoint an investigating officer and complaint manager.
- Conduct a thorough investigation into the issues you raise, which may involve consulting the staff concerned.
- Send you a full written response within 28 working days.
- Send a copy of the response to any staff members involved and to commissioning authorities if appropriate.

What if I am not satisfied with the outcome or the handling of the investigation into my complaint?

If you feel that your complaint has not been investigated satisfactorily you may appeal to the complaint Manager

What if I am still not satisfied with the outcome or the handling of the investigation into my complaint?

If you feel that your complaint has not been resolved satisfactorily through the above process or if you are not satisfied with the way in which your complaint has been handled, you should contact the Chief Executive Officer (CEO), Paul Gately:

Email: paul.gately@more-life.co.uk

Phone: 0800 0389050

Post: MoreLife (UK) Ltd. Registered Address: Churchwood Hall, Leeds Beckett University, Headingley Campus, Leeds, LS6 3QJ

The CEO will conduct further investigations into the way the process has been handled and return a full outcome within 10 working days.

Should the matter still not be resolved, or if you are still not happy with the outcome of your complaint or how it was dealt with, you can ask the Local Government Ombudsman to investigate it.

The Local Government Ombudsman is a free, independent complaints service. If they decide that the service has got things wrong, they can make recommendations to put things right.

You can contact the Local Government Ombudsman in the following ways: By phoning 0300 061 0614

By texting 'call back', with your name and mobile number, to 0762 480 3014.

Someone will then call you.

By writing to: Local Government Ombudsman PO Box 4771 Coventry, CV4 0EH You can also visit their website at www.lgo.org.uk.

We are a CQC registered provider and although they cannot investigate complaints on your behalf you can contact them at any stage to discuss your concerns:

0300 123 4666


<https://www.cqc.org.uk/give-feedback-on-care>

Review

This policy will be reviewed annually for compliance purposes. The organisation will review this policy within 12 months of its ratification. Whereby a review is necessary due to changes made within the business, such a review will take place immediately.

Authorisation

Reference number:	CCOMPPOL
Version number	002
Policy Owner:	Sophie Edwards

Authorised signatory for Policy:	Paul Gately, CEO
Date of Policy:	4 th June 2024
Policy Review date:	3 rd June 2025
	4 th June 2024