



COMPLAINTS PROCEDURE

How to make a complaint

RCL HOME CARE aims to provide the best possible service to everyone using our services. Your feedback is always welcome, and with your help, we can continue to improve what we offer and how we do things. We will not treat you any differently if you make a complaint.

Stage 1 – Local Response

If you are dissatisfied with the service you receive, please raise it as soon as possible with the registered manager, who will happily address the issue immediately to provide a satisfactory outcome within five (5) days.

Stage 2 – Formal Complaint

If the Manager's response to your complaint is unsatisfactory, please contact –
The CEO, RCL HOME CARE, 116 Dewsbury Road, LS11 6AD.
Email (info@rclsftaffing.co.uk), or phone 0113 322 2711 or 07769820057.

We accept complaints in any form.

We will acknowledge your complaint within five (5) calendar days and let you know who will investigate it. We will formally respond to your complaint within fifteen (15) calendar days (see 'note' below).

Stage 3 – Review of Complaint

If, after our response, you are still dissatisfied, you should inform the directors at the address given in Stage 2 above, who will forward the complaint to a relevant RCL HOME CARE 3rd party personnel. We will acknowledge your request for review within five (5) calendar days. We will formally review and respond to your complaint within eighteen (18) calendar days (see 'note' below).

Stage 4 – Appeal Panel

Suppose you are dissatisfied with the outcome from Stage 3. In that case, an external company will be consulted. The CEO will arrange for this to happen within eighteen (18) calendar days (see 'note' below).

Note: if there is an unavoidable delay in meeting any of the deadlines above, the Customer Services Manager will explain why and agree on a new deadline for a response with you. Suppose we fail to respond within fifty-six (56) calendar days of receiving your complaint at Stage 2 or any later agreed deadline. You may refer your complaint to the relevant Ombudsman service in that case.

Referring Complaints to External or Independent Bodies

If your complaint is about an RCL HOME CARE service, you may, at any time, complain to one of the following bodies:

- For Council or NHS-funded care services, the body who arranged the placement/service.
- For Council and privately-funded care services:
 - In England, the Local Government and Social Care Ombudsman
 - In Wales, the Public Services Ombudsman for Wales

You may also inform the Care Quality Commission (CQC) in England, Care Inspectorate Scotland (CIS) or Care Inspectorate Wales (CIW), as appropriate. They do not investigate individual complaints or offer redress but consider them in developing their inspection programmes.

Please **note** that several organisations will not usually consider a complaint until you have exhausted our internal complaints procedure and received our final decision.

In addition, RCL HOME CARE will –

- co-operate with anyone acting on your behalf (in the same way as we would co-operate with you)
- co-operate fully with the relevant Ombudsman during any investigation and comply fully with the resulting decision, which will be binding on us
- provide you with contact details for the relevant Ombudsman. However, we would welcome the opportunity to resolve your complaint through our Complaints Procedure first