

Complaints Procedure

StanleySmith Case Management Ltd is committed to providing a high-level service to our clients. If you do not receive satisfaction from us, we need to hear from you. This will help us to improve our standards.

Therefore, we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and confidentially; and
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally and dealt with quickly. Our aims are to:

- resolve informal concerns quickly;
- keep matters appropriate to the complaint received; 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. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Equality

StanleySmith Case Management is committed to treating everyone fairly. In line with our obligations under the Equality Act 2010 we will not discriminate against or treat anyone less favourably on the grounds of the following protected characteristics.

- Race;
- Age;
- Nationality;
- Ethnicity;
- Religious belief or non-belief;
- Disability;
- Gender;
- Sexual orientation;
- Marital status.

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If you have a complaint, please contact Heidi Stanley / Nikki Smith Directors.
You can write to the Director at: Highland House, Western Road, Ivybridge, Devon PL21 9AL. You can also email: admin@sscasemanagement.co.uk

Our opening times are:

9am to 5pm Monday to Friday. Please note that we are not open on bank holidays and over the Christmas period.

Next steps

1. We will acknowledge your complaint in writing to you and ask you to confirm in writing or explain the details of the complaint in full. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our written response within 5 working days.
2. We will record your complaint in our Complaints Register within a working day of having received it.
3. We will acknowledge your reply giving full details of the complaint and confirm what will happen next. You can expect to receive our second acknowledgement letter within 5 working days.
4. We will then start to investigate your complaint. This will normally involve the following steps:
 - We will read through any relevant documentation and client documentation relating to the complaint.
 - If required, we will conduct investigation meetings with parties involved and request written statements.
 - If your complaint relates to one of our clients, we may require their consent prior to release their data in relation to the complaint under GDPR regulations
 - If a staff member is involved, we will examine the member of staff's conduct and written statement alongside the information you have provided for us.
 - The directors or appropriate manager will then invite you to meet to discuss and hopefully resolve your complaint.
 - Within 2 working days of the meeting the directors or appropriate manager will write to you to confirm what took place and any reasonable solutions as agreed with you.
 - All complaints will be discussed and recorded at a Stanley Smith's Governance meeting, together with any actions and outcomes arising from the complaint.



If you do not want a meeting or it is not possible, the directors or appropriate manager will send you a detailed reply to your complaint. This will include reasonable suggestions for resolving the matter.

Please note that complaints about StanleySmith Case Management can also be sent to the Care Quality Commission (CQC) and or the Local Government and Social Care Ombudsman.

CQC
CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161

Local Government and Social Care Ombudsman
<https://www.lgo.org.uk/>
Tel: 0300 061 0614 – Monday to Friday 8.30am to 5pm

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