



COMPLAINTS POLICY & PROCEDURE

Policy Statement

1. New Directions believes that:
 - a) it should be easy for you to make a complaint
 - b) all complaints should be taken seriously and be acted upon promptly and fairly
 - c) receiving a complaint is an opportunity for us to learn, adapt, improve and ultimately provide better services.

Procedure

1. Staff receiving a verbal complaint should be polite and sympathetic and should try to resolve the problem there and then or within 1 working day to the complainant's satisfaction.
2. If the complaint is being made by an advocate it must be verified that they have permission to speak for the service user.
3. The member of staff will record the incident and pass the information to the Registered Manager who will record it on a Complaint Monitoring Form and provide the CEO with a copy.
4. **Stage 1** - If your complaint cannot be resolved there and then it should be put in writing using the Complaint Form and sent to the Registered Manager of the service. The form and further information on Making a Complaint will be freely available and visible at each of our services. Alternatively you can email admin@newdirectionsrugby.org.uk
5. The Registered Manager will respond to all complaints in writing within 5 working days to acknowledge the complaint, document how it has been resolved or to agree a timescale in which the complaint will be investigated and resolved. We can respond via your preferred method of communication e.g. email, if you wish. The Complaints Policy & Procedure is available on our website at www.newdirectionsrugby.org.uk.
6. The manager will complete a Complaint Monitoring Form. This report details why the issue arose in the first place and what we will do to ensure the problem does not reoccur.
7. The Registered Manager will write to you to let you know the outcome of the investigation and what we will do to put things right.

8. **Stage 2** – If you are unhappy with the Stage 1 response you can write to the Chief Executive within 7 days of the stage 1 outcome. The Chief Executive will respond in writing within 7 days to tell you what action the company will be taking. We will record your request for a Stage 2 investigation and inform The Care Quality Commission.
9. **Stage 3** – If Stage 2 has not dealt with your complaint to your satisfaction you can write to the Chair of the Board of Trustees within 7 days of the stage 2 outcome. The Chair of the Board and one other Trustee will review the complaint and provide a written outcome of their findings. This stage completes the company's internal procedure.
10. At any point you can also contact Warwickshire County Council Customer Relations Team and The Care Quality Commission whom we report to on a regular basis about our standards of care and our day to day practices. In addition, you can contact the Local Government Ombudsman.
11. We aim to resolve all complaints within 28 days. You will receive a written report detailing our findings and the actions we will take to address the issue. We will apologise if we have got it wrong and will try to put it right.
12. All complaints are recorded on a central database and in the service user's file and are processed through our Quality Management System, ultimately being reported to the Board of Trustees.
13. We will also contact you at a later date to ask you to complete our Complaint Feedback Form. Your comments will be very much appreciated and will help us to improve our services.
14. If further information regarding a complaint is requested from the complainant and that information is not forthcoming within 14 days of the request, the complaint will be deemed closed. In this instance, the complainant will be notified, in writing, of the closure.

Date of last review: 06 November 2025

Date of next review: 06 November 2028