



Leicestershire Cares Complaints Policy

Introduction

At Leicestershire Cares, we are committed to providing a high-quality, professional, and respectful service to everyone we work with. We value feedback because it helps us understand what we do well and where we can improve.

If you are dissatisfied with any aspect of our service, the way you have been treated, or the conduct of someone representing Leicestershire Cares, we encourage you to tell us. We are committed to listening to concerns, investigating them fairly and impartially, and using what we learn to improve our services.

We will treat everyone who raises a complaint with respect and handle their concerns promptly, confidentially where appropriate, and without prejudice.

Definition of complaint

A complaint is any expression of dissatisfaction about the services provided by Leicestershire Cares, the behaviour or actions of our staff or volunteers, or any aspect of our work.

Complaints may be made by employees, volunteers, business members, community partners, beneficiaries and service users, or any other individual or organisation who has interacted with Leicestershire Cares.

This policy does not replace formal employment procedures, such as disciplinary or grievance processes, which are covered by separate organisational policies.

Our commitment

We will:

- Treat every complaint seriously and respectfully.
- Handle complaints fairly, consistently, and impartially.
- Acknowledge complaints promptly and within 5 working days.
- Investigate and provide an outcome within 10 working days of the complaint being acknowledged. If this is not possible, we will keep you informed of progress and provide an updated timescale.
- Use feedback and complaints to help improve our services and the experience of those we work with.

How to make a complaint

Where possible, we encourage concerns to be raised informally in the first instance, as many issues can be resolved quickly through discussion.



If this is not possible, or you are not satisfied with the outcome, you can make a formal complaint by emailing our Director of Operations at sarah@leicestershirecares.co.uk.

If your complaint is about our Director of Operations, please email our Director of Delivery amy@leicestershirecares.co.uk.

Clearly outline the nature of your complaint and provide any relevant information that will help us investigate your concerns.

How we will handle your complaint

1. We will acknowledge receipt of your complaint within **5 working days**.
2. We will investigate your concerns. The investigation may include:
 - Speaking to those involved.
 - Reviewing relevant documents and records.
 - Considering any evidence provided.
 - Seeking additional information where necessary.
3. We will share the outcome

We aim to complete investigations within **10 working days** of acknowledging the complaint.

If more time is needed due to the complexity of the matter, we will explain why and provide an updated timescale.

Once the investigation is complete, we will write to you explaining:

- Our findings
- Any action taken or proposed.
- Any improvements we intend to make.
- Your right to request a review if you remain dissatisfied.

Requesting a review

If you are dissatisfied with the outcome, you may request that the complaint is reviewed.

Requests for review should be made in writing within **10 working days** of receiving our response, explaining why you believe the complaint has not been resolved appropriately.

The review will normally be conducted by a senior employee who has not previously been involved in the investigation.

The outcome of the review will normally be final.



Confidentiality

All complaints will be handled sensitively and confidentially.

Information will only be shared with those who need it in order to investigate and resolve the complaint or where disclosure is required by law.

Records will be managed in accordance with our Data Protection and Privacy Policies.

Learning and continuous improvement

Where appropriate, lessons learned will be shared with staff, volunteers, and trustees to improve our policies, procedures, and service delivery.

Unreasonable or vexatious complaints

We recognise that complainants have the right to raise concerns.

However, where a complaint is found to be abusive, threatening, discriminatory, repetitive without new evidence, or intended solely to harass staff or volunteers, Leicestershire Cares reserves the right to limit or end correspondence while ensuring any legitimate concerns have been appropriately considered.

Related policies

This policy should be read alongside:

- Grievance Policy
- Disciplinary Policy
- Whistleblowing Policy
- Safeguarding Policy
- Equality, Diversity and Inclusion Policy
- Data Protection and Privacy Policy

Policy review

This policy will be reviewed every two years, or sooner if legislation, guidance, or organisational requirements change.

Last Updated: July 2026

Next Review July 2028