

# Complaints and Representations Policy



# Complaints and Representations Policy

## 1. Introduction:

Lilac Alliance, Inc. is committed to providing high-quality care and services. We understand that there may be times when service users, their families, or others have concerns or complaints about our services. This Complaints and Representations Policy outlines our procedures for handling and resolving complaints and representations in accordance with relevant legislation and guidance, including but not limited to:

- UK General Data Protection Regulations – May 2018.
- Data Protection Act 2018.
- Public Interest Disclosure Act 1998.
- The Children’s Homes (England) Regulations 2015 - Ofsted Regulation 39: Complaints and representations.
- Care Quality Commission – Health and Social Care Act 2008 Regulations 2014 – Regulation 16 Receiving and Acting on Complaints.
- Getting the Best from Complaints – Social Care Complaints and Representations for Children, Young People, and Others.

## 2. Purpose:

The purpose of this policy is to ensure that all complaints and representations are handled in a fair, effective, and confidential manner. It is our aim to resolve issues as quickly as possible and to learn from feedback to continuously improve our services.

## 3. Scope:

This policy applies to all service users, their families, employees, contractors, and any other parties who wish to make a complaint or representation about the services provided by Lilac Alliance.

## 4. Legislative Framework and Guidance:

This policy is fully compliant with the legislative framework and guidance listed in the introduction, as well as any other relevant legislation related to the handling of complaints and representations.

## 5. Definitions:

- Complaint: An expression of dissatisfaction or concern about a service or aspect of care provided by Lilac Alliance.
- Representation: A formal statement made by or on behalf of a service user expressing concerns, requests, or suggestions related to their care and services.
- Complainant: The individual or party making a complaint or representation.
- Representative: A person or party authorized by the complainant to act on their behalf.

## 6. Procedure for Making a Complaint or Representation:

- Service users, their families, or representatives may make a complaint or representation either in writing or verbally. The complaint should include details of the issue, date, time, and any relevant documents or evidence.

## 7. Acknowledgment and Response:

- Upon receipt of a complaint or representation, Lilac Alliance will acknowledge it promptly, usually within 5 working days. The acknowledgment will provide contact details for the person handling the complaint and an estimated timescale for resolution.

## 8. Investigation and Resolution:

- Complaints and representations will be thoroughly investigated. The process will include gathering relevant information, interviewing involved parties, and assessing evidence.
- A written response will be provided to the complainant within 28 days of receipt of the complaint, explaining the outcome and any actions taken or to be taken.

## 9. Escalation:

- If the complainant is not satisfied with the response, they can request a review. The review will be conducted by an independent person not previously involved in the complaint.

## 10. Data Protection and Confidentiality:

- Lilac Alliance will ensure that all personal data related to complaints and representations is handled in compliance with the UK General Data Protection Regulations and the Data Protection Act 2018.

## 11. Whistleblowing:

- Lilac Alliance is committed to the protection of whistleblowers in accordance with the Public Interest Disclosure Act 1998. Any staff member who raises concerns about wrongdoing will be protected from retaliation.

## 12. Learning and Improvement:

- Lilac Alliance will use feedback from complaints and representations to identify areas for improvement and implement necessary changes to enhance the quality of services.

## 13. Review and Audit:

- This policy will be reviewed and audited regularly to ensure its continued effectiveness and compliance with legislative changes and best practices. Lessons learned from complaints and representations will be used to improve procedures and services.

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