

Inspired Support

Complaints Procedure



INSPIRED SUPPORT

Effective from:	September 2022	Effective to:	September 2025
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Inspired Support complaints procedure

Inspired Support is committed to providing high quality services. Feedback from customers is welcomed as a way of demonstrating that we are open to challenge, ready to respond and willing to learn and improve. A record of all complaints is kept and these are collated on a central log, and all workers are aware of Inspired Support's complaints procedure and this is referred to in the induction process.

There are 3 Stages to Inspired Supports' complaints procedure.

Stage 1 - Local resolution

If you are not happy with the service, it is always best to speak with the worker, who will try to resolve your concerns informally. This can often be a quicker way of resolving your concerns. If you do not feel comfortable doing this, you can make a complaint in writing or you can make a complaint anonymously. Anonymous complaints are difficult to deal with because their investigation is always dependent upon limited and questionable information. However, they will be recorded in the same way as other complaints and referred to relevant senior manager or director who will take appropriate action based on their judgement of the information received. You may also ask another person (a friend, or relative) to complain on your behalf or help you to make a complaint.

If however, you prefer not to raise with the team, you may complain to the Complaints Manager (Director) directly, who will deal with your complaint.

Whether or not you make your complaint in writing, we will aim to acknowledge your complaint within 2 working days and provide a response within 10 working days of receiving your complaint, (or up to 20 working days if your complaint is complex).

If you are unhappy with the response, you can appeal the decision by contacting the Complaints Manager (Director) within 20 working days of receiving our response, giving your reasons. This can be done in writing by post or email, or via telephone contact. If you want to take your complaint straight to Stage 2, you can also contact the Complaints Manager directly in one of those ways.

Stage 2 - Investigation

On receiving your complaint, the Complaints Manager (Director) will investigate it.

We aim to respond to you within 20 working days, with a maximum of 12 weeks to investigate some complaints. Should we need longer than this, we will agree an extension of time with you if it intends to take longer than 12 weeks to investigate your complaint.

Once we have concluded our investigation, we will also send you a copy of the report.

Stage 3 - Social Services

If you are not satisfied with the outcome of Stage 2 you should complain to your care management team if you have not already done so. Inspired Support will undertake a review to ensure that the process has been followed correctly, to reach a fair and reasonable outcome.

Inspired Support will also offer to contact the local advocacy service or give you the information so that you can contact them for support.

You can also complain to the Local Government and Social Care Ombudsman:

<https://www.lgo.org.uk/make-a-complaint>

Tel: 0300 061 0614