



**The Sensory Hive Ltd**

**Compliments and Complaints**

**Policy and Procedure**

| Date: 01/11/22 | The Sensory Hive LTD | Address: Weyman Avenue, L35 2YW |
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| Review Date: 01/11/23 | Ref: Compliments and Complaints Policy v1 | Assessor: Lyndsey Walmsley |
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##

**1. Our Aim**

The Sensory Hive is committed to providing a high-quality, person-centred service delivered in an open and accountable way that builds trust and respect. One of the ways we continue to improve is by listening and responding to the views of clients, families, carers, and other stakeholders, including responding positively to complaints and learning from them.

We aim to ensure that:

* making a compliment or complaint is easy and accessible to everyone;
* we welcome compliments, feedback, and suggestions;
* complaints are treated as clear expressions of dissatisfaction requiring a prompt response;
* they are dealt with politely, fairly, and, where appropriate, confidentially;
* we respond in the right way, with an explanation, apology if appropriate, or information on actions taken;
* we learn from complaints to improve our service, with annual reviews of our policy and procedure.

We recognise that many concerns can be raised informally and aim to resolve these quickly, enabling mediation between the complainant and the staff member concerned where appropriate.

This policy is available in alternative formats, including large print, other languages, or easy-read versions on request, in line with our commitment to the Equality Act 2010.

**2. Definitions**

Compliment: an expression of satisfaction with the quality of service provided.
Complaint: any expression of dissatisfaction, however expressed, about our services, facilities, staff, or volunteers.

All staff should be able to identify an expression of dissatisfaction even if the word "complain" or "complaint" is not used.

**3. Purpose**

We welcome feedback and record all compliments to ensure staff receive recognition. Complaints help us identify areas of improvement and ensure clients and stakeholders feel heard.

**4. Responsibilities**

The Sensory Hive’s responsibilities are to:

* acknowledge formal complaints in writing within one week;
* respond fully within four weeks or provide updates if this is not possible;
* deal reasonably and sensitively with all complaints;
* take action as appropriate to resolve the complaint;
* ensure staff are trained in handling complaints and feedback in line with this policy.

A complainant’s responsibilities are to:

* raise their complaint as soon as possible, ideally within 8 weeks of the issue arising;
* provide as much information as possible about the problem and any steps already taken;
* allow The Sensory Hive a reasonable time to deal with the matter;
* recognise that some circumstances may be outside our control.

Confidentiality
Every effort will be made to maintain confidentiality, except where a complaint raises safeguarding concerns or legal obligations require disclosure. In these cases, the situation will be explained to the complainant.

Data Protection

Personal data related to complaints will be processed in line with the UK GDPR and Data Protection Act 2018. Complaint records will be kept securely and only shared with staff who need to know to resolve the complaint. Complaint records will be retained for a minimum of three years before secure disposal.

Safeguarding
If a complaint relates to actual or suspected abuse or neglect, it will be treated as a safeguarding concern and referred to the appropriate local authority or safeguarding board without delay.

**5. Complaints Procedure**

All complaints must be recorded at each stage.

Stage 1 – Informal Resolution
Staff should first try to resolve complaints informally where appropriate, seeking a quick and low-key resolution.

Stage 2 – Formal Complaint
If concerns cannot be resolved informally:

* Advise the complainant of the formal complaints procedure.
* A formal complaint may be made in writing (using the form below) or verbally, in which case a staff member will record the details.
* Complaints about a manager should go to a director. Complaints about a director will go to another director.
* A written acknowledgment will be sent within one week.
* An investigation will take place, with conclusions discussed with staff involved.
* A written response will be provided within four weeks of receipt, or an update given if more time is required.

Stage 3 – Board Review
If dissatisfied with the Stage 2 outcome, the complainant can request a review by the Board, which will:

* review all relevant records;
* conduct interviews if needed;
* respond in writing within four weeks with a final decision.

If still dissatisfied after Stage 3, the complainant may contact an external body, such as the Local Government and Social Care Ombudsman or the Parliamentary and Health Service Ombudsman, depending on the nature of the complaint.

**6. Monitoring and Review**

Complaints and compliments will be monitored, reviewed, and reported to management to identify trends and make service improvements. This policy will be reviewed annually or sooner if required.

**The Sensory Hive Ltd** 

**COMPLIMENTS & COMPLAINTS FORM**

You may use this form to make a suggestion or to make a complaint about The Sensory Hive. We would like you to return this form as soon as possible.

**Please return to: hayley@thesensoryhive.co.uk**

| **Your Name:** |  |
| --- | --- |
| **Address:** |  |
| **Telephone:** |  |
| **Email:** |  |
| **Date of event/incident:**  |  |
| **Approximate time of event/incident:** |  |
| **Compliment / Complaint:** |  |
| **What action would you like to be taken?** |  |
| **List convenient dates/times to meet to discuss further** |  |