

Complaints Procedure



AARAV
SUPPORTED
LIVING

Informal Complaint

Tell a member of staff your complaint

The member of staff will offer you the chance to fill in a complaints form or will note down what you say

A proposed plan of action or response should be agreed within 10 working days

If you are not happy with the outcome, you can raise a formal complaint

Expectations

- The informal / formal **procedure** will be adhered to and followed.
- **Timeframes** will be monitored by the Quality Programme Manager and you will be informed of any changes to those set out in the procedure.
- Your complaint will be investigated, and you will be informed of the **outcome** to your complaint.
- **Action** will be taken to prevent reoccurrence of your complaint.
- Organisational **learning** will be captured and implemented.

Formal Complaint

Tell a member of staff you wish to make a formal complaint

The staff member should ensure that they bring the complaint to a Senior level of management who can then work with the Complaints team

Alternatively, complete a complaints form and send directly to the email: complaints@aaravsupportedliving.com

Once received, your complaint will be acknowledged within 3 working days

The Complaints Team will assign an Complaints Officer. The Officer will contact you and keep you updated.

The Officer will aim to provide a formal response within 20 working days

If the investigation will take longer, than an update will be provided to the complainant.

If you are unhappy with the response, there will be the opportunity for further review

A response will be provided within 20 working days

If you are unsatisfied with the response, the matter can be referred to CQC, Social Services, and/or housing association as appropriate