Medicare People

LIVE-IN CARE

Complaints Policy & Procedure

Policy Title	Complaints Policy and Procedure
Organisation	Medicare People Limited
Service Type	Live-In Care Services
Policy Owner	Registered Manager
Version	1.0
Date Created	07/07/2026
Review Date	Annually

1. PURPOSE

Medicare People is committed to providing safe, effective, responsive, and person-centred live-in care services.

We recognise that complaints, concerns, comments, and compliments provide valuable opportunities to improve the quality of care we deliver. We welcome feedback and are committed to ensuring that all complaints are handled fairly, openly, promptly, and sensitively.

The purpose of this policy is to establish a clear process for receiving, investigating, responding to, and learning from complaints.

2. Scope

This policy applies to:

- All employees, workers, agency staff, and contractors.
- Individuals receiving care and support.
- Family members, representatives, advocates, and visitors.
- Commissioners and healthcare professionals.
- Any individual wishing to raise a complaint about Medicare People or its services.

This policy applies to all complaints relating to the provision of live-in care services.

3. Definitions

Concern	A concern is an issue or worry that may often be resolved quickly through discussion and without the need for a formal investigation.
Complaint	A complaint is an expression of dissatisfaction regarding any aspect of care, service delivery, employee conduct, organisational practice, or decision-making that requires formal consideration and response.
Complainant	The person raising a concern or complaint.
Local Resolution	The informal resolution of a concern through discussion and appropriate action at the earliest opportunity.
Complaint Investigation	A structured review of the complaint to establish the facts, determine findings, and identify any improvements required.

4. Policy Statement

Medicare People will:

- Encourage individuals to raise concerns without fear of discrimination or adverse consequences.
- Take all complaints seriously.
- Deal with complaints fairly and objectively.
- Respond to complaints promptly.
- Conduct thorough and proportionate investigations.
- Promote openness, transparency, and accountability.
- Keep complainants informed throughout the process.
- Learn from complaints and use feedback to improve services.
- Maintain confidentiality throughout the complaints process.
- Comply with all relevant legal, regulatory, and contractual requirements.

Individuals will not be treated differently or disadvantaged because they have made a complaint.

5. Roles and Responsibilities

Registered Manager

The Registered Manager is responsible for:

- Managing the complaints process.
- Ensuring complaints are investigated appropriately.
- Responding to complainants.
- Maintaining complaint records.
- Monitoring trends and themes.
- Implementing improvements arising from complaints.

- Reporting significant concerns where required.

Care Coordinators and Assessors

Care Coordinators and Assessors are responsible for:

- Responding to concerns raised during service delivery.
- Escalating complaints appropriately.
- Participating in investigations.
- Supporting implementation of improvement actions.

Live-In Carers

Live-In Carers are responsible for:

- Listening to concerns respectfully.
- Reporting complaints immediately.
- Cooperating with investigations.
- Learning from complaint outcomes.

All Employees

All employees must:

- Treat complaints seriously.
- Respond professionally and respectfully.
- Report complaints promptly.
- Cooperate with investigations.
- Support service improvement activities.

---

6. Procedure

6.1 Receiving a Complaint

Complaints may be made:

- In person.
- By telephone.
- By email.
- In writing.
- Through a representative.
- Through an advocate.
- Through a family member where appropriate.

All complaints should be treated seriously regardless of how they are received.

Employees receiving a complaint must notify the Registered Manager as soon as possible.

6.2 Local Resolution

Where appropriate, concerns should be addressed promptly through local resolution.

This may include:

- Clarifying misunderstandings.
- Providing explanations.
- Agreeing solutions.
- Taking immediate corrective action.

Where concerns are resolved informally, a record should still be maintained.

6.3 Acknowledging a Complaint

Formal complaints will normally be acknowledged within three working days of receipt.

The acknowledgement should include:

- Confirmation that the complaint has been received.
- Details of the investigation process.
- Expected timescales.
- Contact details for the person managing the complaint.

6.4 Investigating a Complaint

The Registered Manager or nominated individual will investigate the complaint.

The investigation may involve:

- Reviewing care records.
- Reviewing policies and procedures.
- Interviewing employees.
- Obtaining witness statements.
- Speaking with the complainant.
- Reviewing risk assessments and care plans.
- Seeking professional advice where necessary.

Investigations should be proportionate to the seriousness and complexity of the complaint.

6.5 Complaint Outcomes

Following investigation, the complaint may be:

- Upheld.
- Partially upheld.
- Not upheld.

The response should include:

- A summary of the complaint.
- Findings of the investigation.
- Actions taken.

- Improvements identified.
- An apology where appropriate.
- Information regarding escalation options.

Responses should normally be provided within 20 working days where possible.

Where delays occur, the complainant will be informed and provided with updates.

6.6 Learning and Service Improvement

Following investigation, Medicare People will review:

- Root causes.
- Contributing factors.
- Policy effectiveness.
- Staff training requirements.
- Opportunities for service improvement.

Action plans will be developed where necessary and monitored to completion.

Lessons learned may be shared through:

- Supervision.
- Team meetings.
- Training sessions.
- Policy reviews.
- Quality assurance activities.

6.7 Safeguarding Concerns Identified Through Complaints

Where a complaint identifies a safeguarding concern, Medicare People will:

- Take immediate action to protect any individual at risk.
- Follow the Safeguarding Adults Policy and Procedure.
- Make referrals where required.
- Cooperate with relevant authorities.

Safeguarding investigations may run alongside the complaints process.

6.8 Escalating a Complaint

If a complainant remains dissatisfied, they may be advised of alternative routes for escalating concerns.

These may include:

- Care Quality Commission (CQC) - For concerns regarding the quality and safety of care services.
- Local Authority Adult Social Care Team - Where safeguarding or commissioning issues are involved.
- Local Government and Social Care Ombudsman - Where applicable.

Details of external organisations will be provided where appropriate.

6.9 Unreasonable or Vexatious Complaints

Medicare People recognises the right of individuals to complain.

However, where behaviour becomes abusive, threatening, unreasonable, or excessively persistent, appropriate measures may be taken to manage communications while ensuring concerns are still reviewed fairly.

Any decisions in relation to such complaints must be documented and approved by the Registered Manager.

7. Records and Documentation

The following records may be maintained:

- Complaint records.
- Complaint logs.
- Investigation reports.
- Correspondence.
- Action plans.
- Meeting notes.
- Improvement records.
- Safeguarding referrals where applicable.
- Audit reports.

Records must be accurate, factual, and stored securely in accordance with Data Protection requirements.

8. Training and Competency

All employees will receive training and guidance covering:

- Complaints handling.
- Customer service and communication.
- Duty of Candour.
- Safeguarding responsibilities.
- Record keeping.
- Professional conduct.

Competency will be monitored through:

- Supervision.
- Audits.
- Observations.
- Appraisals.

- Training reviews.

Refresher training will be provided regularly.

9. Monitoring and Governance

The Registered Manager will monitor compliance through:

- Complaint audits.
- Trend analysis.
- Response time monitoring.
- Investigation reviews.
- Service user feedback.
- Quality assurance audits.
- Training compliance monitoring.

Key performance indicators may include:

- Number of complaints received.
- Complaint response times.
- Complaint outcomes.
- Repeat complaint themes.
- Service improvements implemented.
- Complainant satisfaction where measured.

Lessons learned will be incorporated into the organisation's quality assurance and continuous improvement framework.

10. Related Policies

- Quality Assurance Policy and Procedure
- Duty of Candour Policy and Procedure
- Safeguarding Adults Policy and Procedure
- Whistleblowing Policy and Procedure
- Incident Reporting Policy and Procedure
- Consent to Care and Support Policy and Procedure
- Equality, Diversity and Human Rights Policy and Procedure
- Risk Assessment Policy and Procedure
- Data Protection and Confidentiality Policy
- Mental Capacity Act and Best Interests Policy and Procedure

11. Review and Version Control

This policy will be reviewed annually or sooner following:

- Changes in legislation.
- Changes in CQC guidance.
- Significant complaints.
- Safeguarding investigations.
- Audit findings.
- Service developments.
- Inspection outcomes.

Approved By: Stuart Wells

Position: Managing Director

Date: 07/07/2026

Medicare People currently provides introductory live-in care services. We have submitted our application to the Care Quality Commission (CQC) and intend to introduce a fully managed live-in care service following registration.