

16. Complaints and Concerns Policy

Purpose	To give families a clear route to raise concerns and receive a fair response.
Applies to	Parents, carers, children and other stakeholders.
Policy owner	Managing Director
Review	At least annually and sooner following an incident, legal change or material service change. Next scheduled review: August 2027.

How to complain

Complaints may be made by telephone on 01386 365106, by email to info@helpncaresolutions.com, or in writing to Office 16, 91 High Street, Evesham, England, WR11 4DN. Safeguarding concerns should use safeguarding@helpncaresolutions.com or be reported immediately by telephone where urgent.

Reasonable adjustments will be considered so that children, young people and family members with communication, sensory or accessibility needs can raise a concern in a suitable way.

- Acknowledge a formal complaint normally within 3 working days.
- Aim to provide a substantive response within 15 working days. Where more time is required, explain why and provide an updated timescale.
- Keep the complainant informed and give reasons for the outcome.
- Safeguarding allegations are not delayed by the complaints process and are referred through safeguarding procedures immediately.
- A complainant who remains dissatisfied may request a review by a director or senior person not materially involved in the original handling where this is practicable.