



Island Home Care Complaints Policy

1. How to raise a complaint

- 1.1. Island Home Care works hard to provide the best possible service. People who receive support are able to complain if they are unhappy with any aspect of their support. Please rest assured that raising a complaint will not result in the complainant being treated unfavourably. Details of any complaint will not be widely shared beyond those who need to know.
 - 1.2. People will be supported and kept informed throughout the complaints process.
 - 1.3. Concerns or complaints may be raised verbally or in writing. Island Home Care encourages concerns to be raised informally in the first instance wherever possible as this helps to ensure that any concerns or complaints can be dealt with as quickly as possible.
 - 1.4. The Island Home Care representative receiving the concern will determine whether the matter is an informal concern or a formal complaint and will manage it accordingly.
 - 1.5. Formal complaints will be recorded in the company's Complaints and Concerns Log. Informal concerns may also be logged where the company considers it appropriate.
 - 1.6. Formal complaints should be directed to an Island Home Care Manager and may be made:

By email: james@islandhomecare.co.uk;

By telephone: 01534 878 323; and

In writing to: Island Home Care, PO Box 714, JE4 OPU.
 - 1.7. Assistance will be provided to make a complaint where reasonably required. Should you feel that it would be helpful for you to receive assistance, please let us know.
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2. Principles

- 2.1.** Island Home Care will consider all complaints fairly and proportionately. The complaints process will be accessible and managed in line with the following principles:
- 2.1.1. all complaints will be listened to and taken seriously;
 - 2.1.2. complaints will be considered on their individual merits;
 - 2.1.3. complainants will, where a response cannot be provided quickly, be informed of how their complaint will be handled and when a response can reasonably be expected; and
 - 2.1.4. the level of investigation will be proportionate to the nature and complexity of the complaint.
- 2.2.** All complaints will be considered. However, Island Home Care reserves the right to manage communication in writing only where a complainant has been abusive, threatening, or otherwise behaved unreasonably towards staff. In such instances, complaints may not be discussed in person or by telephone.
- 2.3.** Island Home Care reserves the right to provide a written response and close a complaint where it is considered vexatious, malicious, repetitive, or lacking credible evidence.
- 2.4.** Where practicable, complaints will be reviewed by someone not directly involved in the matters complained about, subject to staffing and operational capacity.
- 2.5.** Where a complaint is upheld, Island Home Care will consider appropriate and proportionate remedies, which may include an apology, explanation, or corrective action.
- 2.6.** Complaints will be recorded, monitored, and reviewed for learning and service improvement purposes.
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3. Timescales

- 3.1.** Formal complaints will normally be acknowledged within 3 working days.
- 3.2.** Island Home Care will aim to provide a substantive response within 28 days. Where this is not possible, the complainant will be informed of the reason for the delay and an updated timescale.
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4. Resolution and investigation

- 4.1.** Island Home Care will seek to resolve complaints informally wherever possible.
 - 4.2.** Where informal resolution is not appropriate or has not been successful, a formal investigation will be undertaken by a Manager or other appropriate senior person.
 - 4.3.** Investigations will consider relevant information and may include discussions with the complainant, staff members, or others as necessary. The depth and format of the investigation will be proportionate to the complaint.
 - 4.4.** The outcome of the investigation will be confirmed in writing. A full written report will be provided where appropriate, or a summary where a detailed report is not considered necessary.
 - 4.5.** Where a complaint relates to the conduct of an employee, Island Home Care will consider whether internal action is required in line with its employment policies. This will remain an internal management matter.
 - 4.6.** You do not have to, but we hereby ask that, following the outcome of a complaint, you indicate your satisfaction, or otherwise, with the management and outcome of the complaint. This helps us to maintain our service standards.
 - 4.7.** If you are unhappy with the outcome of a complaint or you have any serious concerns you are always free to contact the Jersey Care Commission. Their telephone number is 01534 445801 and their email address is enquiries@carecommission.je.
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Island Home Care is regulated by the Jersey Care Commission (the **JCC**). The contact details of the JCC can be found above and at <https://carecommission.je/contact-us/>.