

AmyAssists

COMPLAINTS & COMPLIMENTS POLICY

Effective from 31 August 2026 | Policy owner: Amy Hunter

Your views matter

I welcome complaints, concerns, suggestions and compliments. Feedback helps me put things right, recognise what works well and improve AmyAssists. No client will receive poorer treatment or lose a service simply because they raise a genuine concern.

1. Purpose and scope

This policy explains how AmyAssists receives, records, investigates and responds to complaints, concerns, compliments and suggestions about its non-regulated home-help services.

AmyAssists is operated solely by Amy Hunter, who is responsible for handling all feedback. Complaints will be treated fairly, openly, respectfully and as confidentially as possible.

2. Definitions

- Complaint - an expression of dissatisfaction requiring a response, whether or not the word complaint is used
- Concern - a worry or issue that may be resolved informally but will still be taken seriously
- Compliment - positive feedback about the service or conduct of AmyAssists
- Suggestion - an idea about how the service could be improved

3. Who can provide feedback?

A client may complain or provide feedback directly. A relative, friend, advocate, attorney, deputy or other representative may do so on the client's behalf. I will normally confirm the client's permission or the representative's authority before discussing confidential information.

Where the client may lack capacity, is at risk, or cannot communicate their wishes, I will consider relevant legal authority, the person's best interests and safeguarding responsibilities.

4. How to contact AmyAssists

Feedback can be made verbally or in writing. No special form is required.

- Telephone: 07435 690678
- Email: info@amyassists.co.uk
- In person during a visit, where it is appropriate and private
- Through an authorised representative

If a complaint is made verbally, I will write down the key points and confirm that I have understood them correctly. Reasonable assistance and an accessible format will be offered where needed.

5. What information is helpful?

- The complainant's name and preferred contact details
- The client's name, if different
- What happened, including relevant dates, times and locations
- Who was involved and whether anyone witnessed the event
- How the person was affected
- What outcome or remedy they would like

- Any urgent safety, safeguarding or accessibility needs

6. Complaints process

Step 1 - Early resolution. Where possible, I will listen, clarify the issue and try to resolve a straightforward concern promptly. The person may still request a formal written response.

Step 2 - Acknowledgement. A formal complaint will normally be acknowledged within **3 working days**. I will confirm the issues, the preferred method of communication and any immediate action.

Step 3 - Investigation. I will review relevant records, obtain further information where appropriate, consider the contract and policies, and keep an open mind. I will not alter original records or ask anyone to withdraw a genuine complaint.

Step 4 - Response. I will aim to provide a clear final response within **20 working days**. If the matter is unusually complex or delayed by circumstances outside my control, I will explain why, provide an update and give a revised date. I will normally aim to finish within 40 working days.

7. The final response

The written response will, where relevant:

- Summarise the complaint and the evidence considered
- Respond clearly to each main issue
- Explain whether the complaint is upheld, partly upheld or not upheld
- Apologise where something went wrong
- Describe any remedy, correction or service improvement
- Explain what to do if the complainant remains dissatisfied

8. Fairness and independence

As AmyAssists is a sole-provider business, Amy Hunter must investigate complaints about her own service. I will do so objectively, keep evidence, declare any limitation and seek independent professional or insurer advice when appropriate.

A client will not be treated unfairly, intimidated, charged extra or have services ended merely because they complain in good faith. Services may only change or end for a separate, fair and documented reason under the Client Service Agreement.

9. Safeguarding, crime and urgent safety

A complaint involving suspected abuse, neglect, exploitation, immediate danger or a possible crime will be handled under the Adult Safeguarding Policy as well as this policy. The need to protect someone takes priority over the normal complaints timetable.

- Immediate danger or urgent medical help: call 999
- Non-emergency police: 101
- East Sussex Adult Social Care: 0345 60 80 191
- Out-of-hours urgent support: use the same number and select option 2

10. Confidentiality and records

Complaint and compliment records will be handled under the AmyAssists Data Protection and Confidentiality Policy. Information will only be shared with people who have a lawful and necessary reason to receive it.

Records will include the feedback received, dates, communications, evidence, decisions, response and improvements made. Complaint records will normally be kept for up to seven years after closure where necessary for legal, insurance or service-quality purposes, then securely destroyed.

11. Anonymous complaints

Anonymous complaints will be considered as far as reasonably possible. A lack of contact details may limit my ability to verify information, ask questions or provide an outcome. Safety or safeguarding information will still be acted on appropriately.

12. Compliments and positive feedback

Compliments will be acknowledged and recorded so I can recognise good practice. They may be used to improve services and identify what clients value.

A compliment, review or testimonial will not be published with a person's name, photograph or identifiable details unless they have given clear permission. Permission may be withdrawn for future use. Compliments will never affect a client's right to complain later.

13. If the person remains dissatisfied

Because AmyAssists is an independent non-regulated home-help service, the correct external route depends on the subject of the complaint. I will provide relevant signposting in the final response. Possible options include:

- Citizens Advice consumer service for consumer rights and contract concerns
- Trading Standards, normally accessed through Citizens Advice, for unfair or unlawful trading concerns
- East Sussex Adult Social Care for safeguarding concerns or services arranged by the council
- Information Commissioner's Office for data protection concerns
- The police for suspected crime or immediate danger
- The insurer or another relevant professional body where applicable

The Care Quality Commission may receive information about care, but it does not normally investigate or resolve individual complaints. AmyAssists does not claim to be a CQC-registered service.

14. Learning and review

Feedback will be reviewed for patterns, risks and opportunities to improve. Actions may include changing a form, communication method, risk assessment, agreement, procedure or service boundary.

This policy will be reviewed at least annually, after a serious complaint, when services change, or when relevant law or guidance changes.

Signed

Amy Hunter, AmyAssists

Date

Next review date

31 August 2027

This policy supports fair and transparent complaint handling and should be read with the Client Service Agreement, Adult Safeguarding Policy and Data Protection and Confidentiality Policy. It is general business wording and not a substitute for individual legal advice.