

## External Complaints Process

MoreLife is committed to delivering the best possible service to its clients. The staff and management are accountable to clients, client representatives, commissioning authorities and the local community in delivering services of the highest standard.

From time to time things may not run as smoothly as they should and sometimes misunderstandings occur. Left unresolved a small difficulty can become a serious issue, which is something we all want to avoid. It is very important that any concerns are raised as quickly as possible. Most complaints can and should be dealt with immediately, as it is often very difficult to make a judgement on a matter some weeks later. We invite and encourage clients, commissioning authorities and any external organisations or persons who have contact MoreLife to come forward and voice any minor or major concerns about any aspect of the work of MoreLife, so that they can be dealt with effectively.

### Complaints Handling

All complaints will be handled in the following way:

- Complaints will be dealt with courteously, promptly, professionally and objectively
- Subjects of a complaint will not be involved in considering the response to the complaint
- There will be no reprisals or negative words or actions against any person who makes a complaint or asks someone else to raise a complaint on their behalf
- Complaints against senior members of MoreLife staff will be heard by the Directors or an independent complaints advisor
- All complainants will receive a response to their complaint and information about how to pursue it if they are dissatisfied with the outcome or the way the complaint was handled
- Written records of all complaints indicating how and when they were resolved will be kept securely and will be monitored regularly by the directors of the company
- Complaint records will be available for external review by inspectors
- Complaints will be treated confidentially except where this would put a person at risk, when the person's safety must be the first concern
- Any complaint which alleges any kind of abuse will be dealt with in line with our Safeguarding policy.

### What to do if you want to make a complaint

If you are unhappy with any aspect of the service, you have the right to:

- make a complaint;
- have that complaint investigated; and
- be given a full and prompt reply.

You can make a complaint by email, letter, in person, or by phone. If you make a complaint by phone or in person, we will write to you within 5 working days to confirm the details of your complaint, you will then need to let us know within 2 working days if we have misunderstood anything. If we do not hear from you, we will assume we have the correct

details and acknowledge your complaint.

All complaints should be sent in the first instance to [hr@more-life.co.uk](mailto:hr@more-life.co.uk). In cases where we have taken your complaint by phone and have written to confirm you are happy with the content, we will still send an acknowledgement of your complaint after you have confirmed you are happy with what we have written.

### Timetable of complaints

The period for making a complaint is normally:

- within 12 months from the date on which the event which is the subject of the complaint occurred; or
- within 12 months from the date on which the event which is the subject of the complaint comes to the complainant's notice.

Formal complaints will be dealt with according to the timetable below. We will:

- Acknowledge by letter that we have received your complaint within 5 working days
- Conduct a thorough investigation into the issues you raise, which may involve consulting the staff concerned.
- In normal circumstances we will send a full written response within 10 working days. If it is not possible to conclude any investigations within 10 working days, the complainant will be updated with the progress and possible time scales.
- Send a copy of the response to any staff involved and to parents or commissioning authorities if appropriate.

### What if I am not satisfied with the outcome or the handling of the investigation into my complaint?

If you feel that your complaint has not been resolved satisfactorily through the above process or if you are not satisfied with the way in which your complaint has been handled, you should write to Managing Director of MoreLife, Professor Paul Gately, Churchwood Hall, Leeds Beckett University, Headingley Campus, Leeds, LS6 3QJ.

Should the matter still not be resolved, or If you are still not happy with the outcome of your complaint or how it was dealt with, you can ask the Local Government Ombudsman to investigate it by writing to: Local Government Ombudsman PO Box 4771 Coventry, CV4 0EH or visit [www.lgo.org.uk](http://www.lgo.org.uk).