

## Complaints Policy

### Complaints Procedure

If a complaint is raised, there is a dedicated email that is available for complaints to be made through, this mailbox is constantly managed by our team.

### How to make a Complaint Or Raise A Concern

1. Contact Blackstone Care: Please contact us at Blackstone Care by phone at **0331 630 2011**, through their website at **www.blackstone-care.co.uk**, or via their dedicated complaints email address **complaints@blackstone-care.co.uk**. Be sure to keep a record of the date and time of your initial contact for your records.
2. When filing your complaint, provide specific details such as dates, times, and names of individuals involved, if applicable. Explain the specific points of contention in as much detail as possible, and clearly state your desired resolution.
3. Keep records of all interactions with Blackstone Care regarding your complaint. If communicating via email, save copies of all correspondence. If conversing over the phone, take detailed notes, including the name of the representative spoken to while on the phone.
4. Beware of our timeframe for addressing and resolving complaints.
5. If the resolution provided by us at Blackstone Care is unsatisfactory, please review our complaints procedure for guidance on how to elevate your complaint if warranted.

### Complaints Team Contact Details

<b>Contact Details:</b>	Blackstone Care
<b>Email:</b>	complaints@blackstone-care.co.uk
<b>Phone:</b>	0331 630 2011

### Complaints Policy

Blackstone acknowledges the right and encourages every client and candidate to express their views of the quality and standard of service they receive, whether they are expressed as a complaint, praise, or suggestions, we view these opinions as helpful ways of improving the standard and quality of service provided to the client and candidate. Blackstone has a Complaints Policy, a Safeguarding of Vulnerable Adults Policy and a Protection of Children Policy which is accessible to anyone who requests to view it. Clients and candidates/care workers are made aware of our complaint procedure before the commencement of service. The complaints policy can be provided in different formats if required i.e. larger font, braille, and in different languages.



All complaints received either verbally or in writing are entered into the complaints register which details:

- a. Date of the complaint.
- b. Name and address of the customer/service user.
- c. The nature of the complaint.
- d. Name of staff concerned.

The complaint will be recorded, and a holding letter/email will be sent to the complainant within 2 days, detailing the details of their complaint.

All complaints will be reviewed and effectively investigated independently by the trained complaints team. The team reviews the complaint made and consults with all parties involved to gather full facts and details to perform a full investigation, this could include the Internal Systems Manager where necessary if interim measures are required. Interim measures can include suspension or withdrawal of professionals working on assignments for Blackstone until the complaint has been fully investigated and resolved.

The Compliance Manager is responsible for coordinating file checks and documentation for investigations. Other employees may be asked to undertake investigations or take up the complaint with relevant parties as appropriate. The results of investigations will be recorded on the Customer Complaints Form.

Within 14 days of receiving the complaint, the team will decide upon appropriate actions and compile a response to address the concerns and the complaint being made. The complainant will be contacted within 14 days of the complaint being received.

The complaint will be reviewed, and appropriate corrective action taken in line with Client and Candidate Complaints/Corrective and Preventative Action. All complaints must be resolved to a satisfactory conclusion and the complainant informed within 28 days of the complaint being received.

Blackstone Care guarantees that individuals who raise concerns or complaints are protected from any form of discrimination, harassment, or disadvantage. The organisation firmly upholds the right of every complainant to express their views on the quality of service they receive. It is committed to ensuring that no individual faces any negative repercussions for providing feedback, whether it is in the form of a complaint, praise, or suggestion. Blackstone Care ensures that those raising concerns or complaints are treated with respect and are not subjected to discrimination, harassment, or disadvantage.

*Within the Care Sector, the Customer Complaint Form and supporting paperwork relating to the complaint will be retained in a single file under the complainant's name. Files will be retained for 40 years. Where appropriate the Branch Manager will provide a summary of complaints to the CQC if requested.*

**For Modern Slavery complaints please notify us urgently and we will act with immediate effect.**

At this stage, if you are still not satisfied with the outcome of your complaint and escalation you can write to the following:

**Blackstone Recruitment:** REC, our trade association of which we are a member marked for the attention of the Consultancy and Compliance Team, REC, Dorset House, 1st Floor, 27 – 45 Stamford Street, London, SE1 9NT.

**Blackstone Care:** CQC, our independent regulator of health and social care in England, CQC, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA.

Tel: 03000 616161 / Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Complaints dealing with suspicion or evidence of physical, financial, or material, psychological, or sexual abuse will follow the Safeguarding Adults and Children policy and will involve all necessary authorities.

All necessary precautions that can be made will be made when concerns of abuse are raised. Individual members of staff, if a complaint is about them, may be suspended from working duties until the investigation is complete. Offending service users, who may be highlighted in a complaint, could be temporarily reassigned whilst investigations are performed. Should this situation arise, all necessary concerned persons would be informed and involved in a multi-disciplinary decision-making process.

Any counselling or support deemed necessary, either during the investigations or following these, irrespective of whom they are for or the outcome of the alleged complaint, will be sought through the appropriate professional bodies, providing it does not impinge on the process of the investigation itself. Blackstone recognises that in such circumstances it is not only the victim who may require support, but also other service users, friends, family and staff and it will do all within its power to ensure these people are directed to the appropriate source of support.

The CQC will always be informed of any serious complaints and be kept informed of their progress. Resolved complaints will be available for inspections on request.

### **Improving Our Service**

Once a complaint has been fully investigated regardless of the outcome, we will use all the information gathered as a learning and training opportunity. The organisation's improvement will be based on feedback received, both positive and negative to be reviewed and implemented for best practices. These reviews take place during and at the closing of a complaint or concern raised to the senior management for review and implementation.

**This document is available in Easy Read, Braille, Audio and Alternative Languages upon request**

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