



Complaints & Escalation Policy

Policy Statement

Eden House Wellbeing Ltd. values the opinion and feedback of its service users and commissioners and is committed to improving service quality in response to feedback, suggestions, complaints or service issues.

Scope of the Policy

This policy applies to all aspects of the company's service, policies and procedures. All employees and associate practitioners offering services on our behalf are required to comply with this policy when dealing with complaints and if required complaint escalation.

Organisational Commitment

Eden House Wellbeing Ltd. aims to operate a transparent and accessible operational structure.

All complaints and service issues will be thoroughly investigated and documented with all parties involved. We believe that clear and accurate communication is central to effective resolution.

Complaint Processes

Complaints about a therapeutic practitioner/therapeutic intervention:

All our employed and associate practitioners provide a therapeutic contract at the start of their work. This contract details the following practice guidelines –

'If you are unhappy with any part of your therapeutic work, you and/or your parent/Carer can speak with me in the first instance and hopefully resolve any issues. However, if there are concerns which

cannot be discussed directly with me or have not been resolved after our discussion you can contact Lindsay Robinson, Director of Eden House Wellbeing Ltd. on the email address above'

The therapeutic contract and client care letters also detail the governing bodies of the allocated practitioner in the case that a dispute cannot be resolved directly with the allocated practitioner, and after escalation to the Service Director and/or if the complainant feels that a professional misconduct issue has taken place and wishes to escalate under these circumstances.

Complaints about Eden House Wellbeing:

All of our work delivered as part of the Approved Providers List is commissioned by a Social Worker external to our service. Your commissioning Social Worker will remain allocated to you throughout the duration of your intervention with our service and planned reviews will take place mid and end of the intervention. Unplanned reviews can take place at any point it may be felt necessary.

If you are unhappy with any part of the service you and/or your parent/Carer has received from Eden House Wellbeing we would request that you contact the Service Director directly on the email below to raise this concern in the hope that we can resolve any issues.

Where possible, complaints will be resolved at first contact with Eden House Wellbeing.

Edenhousewellbeing@protonmail.com

If there are concerns which cannot be discussed directly with the Director of Eden House Wellbeing or you feel have not been resolved after discussion with our service; we would urge you to contact your allocated Social Worker to raise your concerns and we would very much hope to work together to investigate and respond to your concerns.

Complaint Investigation Process

We aim to respond to any complaints within 7-14 working days. You will be offered the opportunity for a direct discussion of your concerns/meeting or follow up in writing if this is preferable. Receipt of the complaint will be acknowledged pending investigation.

Wherever possible, complaints should be made in writing, initially to the practitioner concerned or can be made direct to the Service Director. In relation to complaints about the Service Director, or in the cases where a conflict of interest may arise (i.e. members of the team who are related) an alternative senior member of the service will be allocated to support this process.

Information will be requested regarding who is making the complaint together with the nature of the complaint. Delay in providing this information will delay the timeframe in which we are able to fully respond to any complaints.

Responsiveness

We aim to promptly acknowledge receipt of complaints. We aim to assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues(s) raised. If a matter concerns an immediate risk to safety or wellbeing the response will be immediate and will be escalated appropriately.

As a service we committed to the enhancement of wellbeing and positive and empowering relationships. We aim to ensure that any actions or inactions that have resulted in cause for complaint on the part of our service or anyone delivering interventions as part of our service are handled sensitively and respectfully. We are committed to managing expectation, and will inform/remind you as soon as possible, of the following:

- *The complaints process
- *The expected timeframes for our actions
- *The progress of the complaint and reasons for any delay
- *The possible or likely outcome of their complaint

Confidentiality and Record Keeping

We are obligated, as part of Approved Provider status, to share details of complaints with service Commissioners, and where necessary quality assurance practitioners. We may also be obligated under health and safety and child protection laws to share details of complaints, depending in their nature, with Local Authorities, the Police and the HSE.

We will protect the identity of people making complaints where this is practical and appropriate.

We will ensure that complaints are recorded so that information can be easily retrieved and used to learn future lessons, avoid similar concerns.

We will keep on record the following information:

- *Specific details on the allegation or complaint
- *How we managed / investigated the issue
- *Any outcome(s) or findings from the investigation (including whether it or any aspect of it was substantiated), any recommendations or action points made to address problems identified and any decisions made on those recommendations;
- *Any other measures taken.

Signed:	Lindsay Robinson – Service Director
Date:	January 2024
Policy review date:	January 2025