



## Eyam Domiciliary Service Ltd

Caring for you since 1999

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# Complaints Policy

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## 1.Introduction

We try very hard to keep everyone who we support as happy as possible.

We really think about what we provide in terms of care and support and we try to adapt our care as best as we possibly can to meet the individual's needs.

## 2.Policy

### 2.1 Open Culture

EDS Homecare promote and open culture, and we always welcome feedback both critical and complementary. We feel that receiving all types of feedback benefits the service as it enables us to make improvement where necessary. We promote our open culture because we feel that being open, approachable and interested in everybody's perspective betters our service.

### 2.2 Making a Complaint

EDS Homecare always hope that a complaint can be resolved when brought to the attention of Branch Manager and we encourage people to contact us directly to determine if we can create a resolve efficiently, effectively and in a timely manner. A complaint can be made verbally, or in writing.

### 2.3 What to Expect

As stated above, EDS Homecare will always endeavour to respond to any concern or complaint as quickly as is possible but we guarantee that any formal complaint made will be responded to within 14 working days.

## 2.4 Escalating a Complaint

If a complaint has been raised and you do not feel that the proposed resolve is satisfactory, we would hope that any dissatisfaction would be communicated so we could try to create a resolve that would be satisfactory. If this can not be achieved, then the complaint can be escalated to either:

The Care Quality Commission  
East Midlands Region  
City Gate  
Newcastle Upon Tyne  
NE7 4PA  
Tel: 03000 61 61 61

OR

Derbyshire County Council  
Social Services Department  
County Hall  
Matlock  
Derbyshire  
DE4 3AG  
Tel: 01629 580 000

## 2.5 EDS Homecare Responsive Actions

We have a procedure to follow if a formal complaint is received, EDS Homecare would:

- Make a Branch Manager available to you
- Listen to the complaint
- Make an assessment to check that everyone is safe
- Ask for advice, contact another manager in the company, contact the care manager at social service or the duty on call care manager at social services, contact the police, fire brigade, 999 to respond to an emergency (if applicable)
- Investigate and establish facts
- Determine if the policy or regulations have been broken
- Accurately document everything

## 3. Considerations

Please be aware that we may need to send a statement about the complaint to the Care Quality Commission using their documentation or utilize the Adult Safeguarding Team at Derbyshire County Council.

We do hope you feel you can talk to us about concerns you may have and you find our support for you is valuable. Remember we want to help and can often stop a little problem become a big problem.

## 4. Ownership

This policy has been created solely for use by EDS and should not be reproduced or referenced in any form without prior consent from the company.

## 5. Review

In line with good practice this policy shall be reviewed on an annual basis. This policy may be altered at any time to suit the needs of the company or to fall in line with changes in legislation or guidance.