



Complaints Policy

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Version Control

Version	Date	Changes Made	Author
1.0	26/10/2024	Full Policy Review	Taylor Hillman
2.0	04/07/2025	Full Policy Review	Taylor Hillman

1 - Policy Statement

At Komplex Group, we are committed to delivering high-quality, person-centred services across all of our brands. We welcome all feedback as an opportunity to reflect, improve, and ensure transparency.

We recognise that any person interacting with our organisation has the right to raise a complaint. Whether you are a service user, family member, partner, client, or third party, we will take your concerns seriously and address them promptly, fairly, and respectfully.

This policy applies to all complaints received in relation to any service, staff member, decision, or aspect of our operations.

2 - Aims and Principles

We are committed to ensuring that:

- Complaints are acknowledged within 3 working days.
- Investigations are completed within 28 calendar days (unless otherwise agreed).
- All complaints are handled with integrity, professionalism, and sensitivity.
- Anonymous complaints are accepted and investigated where possible.
- Complaints data is used to improve service delivery.

3 - Making a Complaint

3.1 Who Can Make A Complaint

A complaint can be made by:

- Any person who receives or requests a service
- Someone acting on behalf of a service user (e.g., a relative, advocate, MP)
- Any stakeholder or external organisation involved with Komplex Group

3.2 How to Submit a Complaint

You can submit a complaint:

- By emailing enquiries@komplexgroup.co.uk with subject "Complaint"
- Verbally to a member of staff (who will record it and confirm in writing)
- By post, addressed to: Complaints Team, Komplex Group, St James House, Central Park, Hollinswood Road, Telford TF2 9TZ

3.3 Anonymous Complaints

Anonymous complaints will be investigated and recorded wherever possible. Action may be limited depending on the information provided.

3.4 Staff Complaints & Concerns

Staff members wishing to raise concerns should refer to the Freedom to Speak Up Policy, which outlines the process for speaking up. If your concern relates to your employment, working conditions, or treatment at work, please follow the appropriate Grievance Policy. These policies are designed to ensure that all staff concerns are addressed fairly, consistently, and in line with employment law.

Staff should not use the public complaints process outlined in this.

4 - The Complaints Process

Step 1: Acknowledgement

- Complaints are logged and acknowledged within 3 working days.
- Complainants are provided with the name of the person handling the investigation.

Step 2: Investigation

- A suitable manager or senior team member will carry out a full investigation.
- You may be invited to meet or speak with the investigator to clarify details.
- The investigation will aim to be completed within 28 calendar days. If delays occur, you will be kept informed.

Step 3: Response

- A written response will be provided, outlining findings, actions taken, and whether the complaint is upheld, partially upheld, or not upheld.

Step 4: Appeal

- If you are unhappy with the outcome, you may request an internal review within 14 working days.
- A senior leader not previously involved will conduct the review and provide a final decision.

5 - Escalation & Further Support

If you remain dissatisfied after our full internal process, you can contact external bodies:

Care Quality Commission (CQC)

CQC does not investigate individual complaints but accepts concerns about providers.

Website: www.cqc.org.uk

Email: enquiries@cqc.org.uk

6 - Data Protection and Confidentiality

We will store all complaint information securely and only share it with those who need to know. Data will be held for a period of six years after case closure and then securely destroyed or anonymised in line with our Privacy Policy.

7 - Monitoring and Review

- All complaints are logged, tracked, and monitored for trends.
- The Senior Leadership Team reviews complaints data regularly.
- An annual report is compiled to support learning and quality improvement.

8 - Accessibility

This policy can be made available in alternative formats or languages upon request. Please contact: enquiries@komplexgroup.co.uk for support.

