



Complaints Policy

Our aim:

Gianna Care is committed to providing a quality service for its clients in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients, and by responding positively to complaints, and by putting mistakes right.

Therefore, we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way – for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from our complaints, use them to improve our service, and review annually our complaints policy

Gianna Care's responsibility is to:

- acknowledge the formal complaint in writing
- respond within a stated period of time
- deal reasonably and sensitively with the complaint
- take action where appropriate

A complainant's responsibility is to:

- bring their complaint, in writing, to Gianna Care's attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with a member of staff;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Gianna Care a reasonable time to deal with the matter;
- recognize that some circumstances may be beyond Gianna Care's control

Formal Complaints Procedure

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 15 working days.

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