

Continuing Community Care (CCC)

Registered Charity: 1204035

Complaints Policy and Procedure

Last updated: [24th December 2025]

Approved by: Trustees of Continuing Community Care

1. Purpose

CCC welcomes feedback and complaints as a means of improving services, ensuring accountability, and protecting the rights of those who use our services.

This policy sets out how complaints are made, managed, recorded, investigated, and resolved fairly.

2. Scope

This policy applies to:

- Service users and their representatives
- Staff, volunteers, and trustees
- Contractors and visitors
- Members of the public

Complaints may relate to services, staff conduct, facilities, communication, or organisational decisions.

3. Principles

CCC commits to:

- Fairness and impartiality
- Confidentiality
- Accessibility
- Timeliness
- Learning and improvement

Raising a complaint will never result in disadvantage, discrimination, or retaliation.

4. How to Make a Complaint

Complaints may be made:

- Verbally to any staff member
- In writing (email or letter)
- Through a representative or advocate

Staff receiving a complaint must pass it to the Manager or CEO promptly.

5. Complaint Handling Procedure

Stage 1 — Local Resolution

- Acknowledge within **5 working days**
- Investigate proportionately and fairly
- Respond within **20 working days** where possible

Stage 2 — Escalation

If unresolved, the complaint may be escalated to the Trustees.

The Trustees will review the complaint and issue a final written response.

6. Complaints Involving Safeguarding or Criminal Allegations

Where a complaint raises safeguarding concerns or alleges criminal behaviour:

- Safeguarding procedures will be followed immediately
- The matter may be referred to appropriate authorities
- Complaint handling may be paused pending investigations

7. Recording and Confidentiality

- All complaints must be recorded
- Records must be stored securely

- Information shared only on a need-to-know basis

8. Learning and Review

CCC will:

- Review complaints annually
- Identify themes and trends
- Implement service improvements

9. Governance

This policy is reviewed annually and approved by the Trustees.