



**Holistic Care And Wellbeing Support**

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## **Compliments and Complaints Policy**

### **1. Purpose**

Sips & Smiles Holistic Care is committed to providing a high-quality, respectful and person-centred service. This policy sets out how compliments, concerns and complaints are received, recorded, handled and resolved. Feedback is welcomed as it supports service improvement, accountability and client wellbeing.

### **2. Scope**

This policy applies to:

- clients receiving services from Sips & Smiles Holistic Care
- family members and informal carers
- commissioners and funders (where applicable)
- representatives/advocates acting on behalf of clients
- any member of the public engaging with the service

### **3. Principles**

Sips & Smiles Holistic Care will ensure that:

- all clients are treated with respect and dignity
- concerns and complaints are taken seriously
- complaints are handled fairly and without discrimination
- clients will not experience any disadvantage for raising concerns
- complaints are handled promptly within stated timeframes
- confidentiality is respected
- learning is taken from feedback to improve the service

### **4. Definitions**

- Compliment: positive feedback about any part of the service
- Concern: a minor issue raised informally
- Complaint: dissatisfaction that requires investigation and/or a formal response

## 5. Compliments

Compliments can be made verbally or in writing and are welcomed. Clients can leave comments on the Small Good Stuff website for Sips & Smiles services. Compliments will be recorded where appropriate to support quality improvement and professional development.

## 6. Complaints Procedure

Sips & Smiles Holistic Care operates as a Sole Trader, meaning the service is delivered and managed by Ms Xandria Noir. There is no internal hierarchy (for example, no Director/Chair/Committee). For this reason, the complaints procedure focuses on:

- early resolution (informal stage)
- formal written complaint and response
- external escalation options where appropriate

### Stage 1: Informal Complaint / Concern

Clients are encouraged to raise concerns as soon as possible, to allow early resolution. Concerns can be raised directly with:

**Ms Xandria Noir** - care professional, Sips & Smiles Holistic Care

Where possible, concerns will be addressed immediately. If the concern is more complex, the client will receive an initial response within 5 working days

### Stage 2: Formal Complaint (Written)

If:

- the matter is not resolved informally, or
- the client prefers to complain formally,

the complaint should be submitted in writing by email to:

**Ms Xandria Noir**

Sips & Smiles Holistic Care And Wellbeing Support

[contact@sipsandsmiles.uk](mailto:contact@sipsandsmiles.uk) or/and [xandria@sipsandsmiles.uk](mailto:xandria@sipsandsmiles.uk)

Formal complaints will be:

- acknowledged in writing within 3 working days
- recorded in a complaints log
- investigated fairly and sensitively
- responded to within 10 working days

If a full response cannot be provided within 10 working days, an interim update will be issued explaining:

- the reason for delay
- actions taken so far
- expected date of full response

### Stage 3: Further Action / External Escalation

As Sips & Smiles Holistic Care is a Sole Trader, complaints cannot be escalated internally beyond the Care Professional.

If a client remains dissatisfied after the formal response, they may seek independent advice or escalate to an appropriate external body depending on the arrangement/funding route, such as:

- the client's Local Authority Adult Social Care team
- the client's social worker / care coordinator
- The Local Government and Social Care Ombudsman: <https://www.lgo.org.uk/>
- Citizens Advice Bureau (CAB)
- Carers UK Helpline, on: [advice@carersuk.org](mailto:advice@carersuk.org)
- a legal advisor
- if the complaint is that of a safeguarding nature [Adults Safeguarding \(suffolk.gov.uk\)](https://www.suffolk.gov.uk/adults-safeguarding) to make a referral or Customer First on: 0808 800 4005

## 7. Confidentiality

All complaints will be handled sensitively and confidentially. Information will only be shared when necessary to investigate the complaint appropriately, or where required by safeguarding responsibilities or law.

## 8. Safeguarding

If a complaint raises concerns that indicate potential:

- abuse,
- neglect,
- risk of harm,
- serious professional misconduct,

Sips & Smiles Holistic Care will treat this as a safeguarding matter and may refer the matter to safeguarding authorities or relevant agencies.

## **9. Recording and Learning**

All complaints will be recorded in a complaint log including:

- the date received
- summary of complaint
- investigation actions taken
- outcome and response date
- any learning/actions to prevent recurrence

## **10. Policy Review**

This policy will be reviewed:

- annually, or
- sooner if legislation, guidance, or service structure changes, or after serious incidents/complaints.

**Policy name: Compliments and Complaints Policy**

**Business: Sips & Smiles Holistic Care**

**Service type: Care Professional/Sole Trader**

**Policy owner: Ms Xandria Noir**

**Date implemented: \_\_\_\_\_**

**Review date: \_\_\_\_\_**