

Our Complaints Process:

We're Here to Listen and Help



We want everyone who lives with us, visits us, or works with us to feel heard, respected, and supported. If you have a concern or wish to make a complaint, we will always take it seriously and do our best to put things right.

How to Make a Complaint

You can share a complaint in writing, by email, or through our confidential concerns line.

Any formal complaint — or any issue we haven't been able to resolve straightaway — will be passed to the Home Manager within 48 hours.

What Happens Next

1. Acknowledgement

Within 3 working days, the Home Manager (or a senior manager) will get in touch to:

- Confirm we've received your complaint
- Let you know who will be looking into it
- Explain the next steps and when you can expect a full response (normally within 21 days)
- Make a personal phone call where possible, especially for complainants who are not residents

Our aim is to make sure you feel heard and know what to expect.

2. Investigation

The Home Manager usually leads the investigation.

- If the complaint involves them—or needs a more in-depth review—a senior manager will take this on instead.
- Complaints sent to our Group Support Centre are allocated by a senior operations leader to the most appropriate person to investigate.

3. Our Response

You'll receive a written response within 21 working days.

If we need longer to complete a fair and thorough review, we'll let you know why and when you can expect an update.

Our response will:

- Clearly explain our understanding of your concerns
- Address each point raised
- Outline any actions taken or changes made as a result

All responses are reviewed by a senior manager before being sent to you.

If You're Not Satisfied

You can request an internal review within 28 working days of receiving your response.

A senior manager will:

- Acknowledge your request within 3 working days
- Review how the complaint was handled
- Carry out any further investigation needed
- Meet with you if helpful

You'll receive a written outcome within 21 working days, or an update if more time is required.

Where complaints involve resident placements, we will always explore alternatives and keep the resident's best interests at the centre of all decisions.

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Once you have been through all stages of our complaints procedure, you can ask the Local Government and Social Care Ombudsman to consider your complaint. The Ombudsman is not a further appeal. It looks at whether we have followed the right steps when taking action or reaching a decision.

The Ombudsman investigates complaints in a fair and independent way - it does not take sides. It is a free service. Website: www.lgo.org.uk/how-to-complain.

When We Cannot Continue an Investigation

We must pause our internal process if:

- You decide to pursue legal action, or
- A solicitor is appointed on your behalf

In these cases, the matter is referred to our Chief Operating Officer (or Operations Director)

We also stop our investigation if the local safeguarding authority begins their own.

How We Record Complaints

Each Home keeps a secure record of:

- When the complaint was received
- Who raised it
- Who it relates to
- A summary of the concerns
- Dates of our acknowledgement and response
- The outcome and any follow-up actions

These records are confidential but may be reviewed by senior Avery management, the Care Quality Commission or Ombudsman.

Copies of all formal complaints and responses are also sent to our Registration and Administration Manager.