

Hope Meadows Complaints Policy

1. Purpose of this Policy

Hope Meadows is committed to providing a safe, compassionate, and high-quality service for all clients, families, and stakeholders. We recognise that listening to feedback — including complaints — is an essential part of maintaining and improving our services.

This policy outlines how compliments, concerns, and complaints can be raised, how they will be handled, and the timescales involved.

2. Our Approach

We aim to create a culture where clients feel able to share feedback openly and without fear of judgment or disadvantage. We welcome both positive and critical feedback and view complaints as opportunities for learning, reflection, and service improvement.

We encourage clients to raise concerns as early as possible, ideally through direct communication, so that issues can be resolved informally where appropriate.

3. What Is a Complaint?

A complaint is an expression of dissatisfaction about any aspect of Hope Meadows' services, including (but not limited to):

- The quality of care or service provided
- Communication or professionalism
- Policies, procedures, or decisions
- The behaviour of staff, volunteers, or representatives

Compliments and general feedback are also welcomed and recorded under this policy.

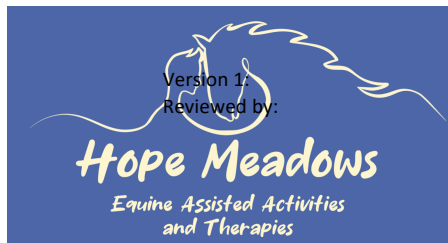
4. How to Make a Complaint or Provide Feedback

Compliments, concerns, or complaints should be raised by contacting Hope Meadows via:

- **Telephone:** 01522 396643
- **Email:** enquiries@hopemeadows.co.uk

These contact details reach our general enquiries point and ensure your feedback is handled appropriately and confidentially.

We respectfully ask that clients do not post complaints on social media before giving Hope Meadows the opportunity to respond and resolve the matter directly.



5. How Complaints Are Handled

- All complaints and feedback are acknowledged and reviewed within **5 working days** of receipt.
- Complaints are reviewed by one of Hope Meadows' **Non-Executive Directors**, ensuring independence and fairness.
- The client will be contacted to discuss the concern in more detail and to explore a positive and proportionate resolution.
- Where appropriate, informal resolution will be sought; however, formal investigation may take place if required.

We aim to resolve complaints promptly, transparently, and with sensitivity to the emotional and relational context in which concerns arise.

6. Outcomes and Resolution

Possible outcomes may include:

- An explanation or clarification
- An apology where appropriate
- Changes to practice or procedures
- Additional training or supervision for staff
- Other actions to prevent recurrence

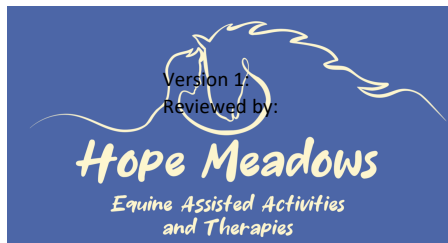
Clients will be informed of the outcome and any actions taken, where appropriate and within confidentiality limits.

7. Recording and Learning

- A record of all compliments, concerns, and complaints is securely maintained.
- Information may be shared with relevant staff where necessary to support learning and service improvement.
- Complaints data is reviewed periodically to identify patterns, themes, and opportunities for development.

8. Confidentiality and Fair Treatment

All complaints are handled confidentially and sensitively. Raising a concern or complaint will **not** affect a client's access to services or the quality of care they receive.



E. Walters

9. Review of This Policy

This policy is reviewed regularly to ensure it remains effective, transparent, and aligned with Hope Meadows' values and regulatory requirements.

Signed:

Name: Emily Walters

Position: Founder & CEO

Date: 8th August 2025

Reviewed: 24/7/26

Date of Next Review: 24/8/27