

Complaints, Concerns and Compliments Policy

Introduction

LDN London aims to provide a high-quality service to all. We recognise however, that there may be times when people have cause to complain about the level or nature of a particular service we provide; have a concern that they want to raise or wish to give constructive feedback or a compliment about the quality of the service that they receive.

We will take all feedback, concerns, and complaints seriously. All concerns and complaints will be thoroughly investigated, and we will act upon any feedback received, to help us maintain the quality of our services.

We will always make sure that whoever has raised a concern, made a complaint or given feedback will be kept fully informed and involved in the process including feedback as to the outcome of any investigation.

We also welcome compliments as its important to identify and to feedback when good practice has occurred.

This policy applies to people who use our services, families, friends, advocates, neighbours, and other external stakeholders only. Staff wishing to complain should use the whistleblowing or grievance procedures.

You can expect to be treated with courtesy, respect, and fairness at all times. We expect that you will also treat our staff dealing with your complaint with the same courtesy, respect, and fairness.

How to make a complaint

What is a complaint?

A complaint is an expression of dissatisfaction, whether justified or not.

Our policy covers complaints about:

- the standard of service you should expect from us
- the behaviour of our employees in delivering that service
- any action, or lack of action, by our employees or others representing LDN London

Examples of things you might complain about include:

- the quality of support or care you receive
- how our staff behave towards you or others
- whether you feel information you were given was clear, accurate and timely
- how we have handled your personal information or data protection issues

Safeguarding

If there is a concern about safeguarding an adult or child, or there is a belief that someone may be at risk of harm; we will immediately refer the case to the appropriate statutory agency for adult or child protection. If there is a safeguarding concern, we will investigate this under our Safeguarding Policy and not through this complaints policy.

Where a complaint is about the way a safeguarding matter has been handled then that complaint will be addressed through this policy

What to do

If you are not happy with the service we are providing, and would like to let us know what has gone wrong, you can do one of the following:

- Speak to a member of staff at the time. If you cannot resolve the issue with them, let them know you would like to make a complaint.
- If you wish to make a complaint, you can do so by:
 - email
 - letter
 - telephone
 - asking a member of staff to help you in writing out your complaint

It will help us to resolve your complaint quickly if you can give us as much clarity and detail as possible. This includes clearly stating that you are making a complaint and providing any documents and records of correspondence. If we do not have all the details needed to deal with the complaint, we may contact you and ask you for further information.

You have the right to anonymity but if you wish to remain anonymous, we will not be able to update you on the outcome of your complaint or offer you the opportunity to feedback.

We reserve the right to use our discretion to appoint external investigators at any point in the process for particularly serious or sensitive complaints

What happens next – first stage

We will let you know within five working days that we have received your complaint, and how we plan to deal with it.

Your complaint will be investigated by an appropriate person.

We aim to respond to all complaints and concerns raised within 28 days; if further time is required, you will be kept fully informed. In our response we will explain what we did to investigate your complaint, the outcome of this process, and where appropriate, how or what we will change as a result of your complaint.

If we decide not to investigate your complaint, we will write to you, giving reasons for our decision.

What happens next – second stage

After receiving our written response to your complaint, you will have the opportunity to decide if you are satisfied with this response. If you are not satisfied, you can let us know that you would like to move to the second stage of our complaints process.

In the event that we move to the second stage of our complaints process. This will be carried out by a nominated senior manager or the manager of another team.

Your request for a review should be sent to the relevant team or can be sent to:

LDN London
16a Croxley Road
London
W9 3HL

or

via email to complaints@ldnlondon

Correspondence should be clearly marked as a complaint so that it can be directed to the appropriate person.

We will endeavour to write to you within 28 days of your request to move to the second stage of the complaints process. This letter will contain the findings from the review of the evidence and will let you know what further steps you can take if you are not happy with the response.

Further steps

If having followed the two internal stages of our complaints procedure you remain dissatisfied, you can ask to have your complaint reviewed by one of the following external bodies.

We can advise you on the appropriate organisation to contact.

The Local Government Ombudsman

PO Box 4771,
Coventry CV4 0EH
Tel: 0300 061 0614
Email: advice@lgo.org.uk
Website: www.lgo.org.uk

The Charity Commission

Online complaint form at the Charity Commission Website:
www.charitycommission.gov.uk

Regulated adult services

Care Quality Commission (CQC)
CQC National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA Tel: 03000 616161
Email: enquiries@cqc.org.uk
Website: www.cqc.org.uk

Regulated children's services

Ofsted

Tel: 0300 123 1231

Email: enquiries@ofsted.gov.uk

<https://contact.ofsted.gov.uk/online-complaints>

Fundraising

Fundraising Regulator

CAN Mezzanine 2nd Floor,

49 - 51 East Road

London

N1 6AH

Tel: 0300 999 3413

Website: www.fundraisingregulator.org.uk

Data breaches

Information Commissioners Office

ICO helpline on 0303 123 1113

<https://ico.org.uk/make-a-complaint/your-personal-information-concerns>

Insurance and Liability Considerations

LDN London holds professional indemnity insurance to protect the people we support, their families, and our organisation. To meet the conditions of this insurance:

- If a complaint might relate to matters covered by our insurance, we will share the details with our insurers straight away.
- We will make sure that any formal responses to such complaints are issued by a senior manager, so that they are accurate and consistent.
- We will not make any commitments or admissions of liability until the matter has been reviewed by both our senior team and our insurers.
- Full records of the complaint, our investigation, and our communications will be kept securely, as these may be required by our insurers.

If you raise a complaint that has potential insurance implications, we will explain this to you and keep you informed about the process.

Records of your complaint

Complaint details, outcomes and actions taken are recorded by us and used to help us improve our services.

We record all complaints we receive and collate data from them to help us understand what types of problems are most prevalent, and how well we are doing to resolve them.

The Quality and Compliance Team are responsible for the overall management and oversight of complaints. They ensure that all complaints are logged, investigated appropriately, actions are followed up, and learning is shared across the organisation to improve practice.

We value your feedback and will use it to help us to:

- get things right in the future if we have not done so already
- be more open and accountable
- act fairly and proportionately
- seek continuous improvement

We will handle your information so that it is processed and retained appropriately and legally, in line with data protection legislation.

Comments and compliments

The quality of the services we provide is an important measure of our effectiveness.

Learning from complaints, comments and compliments is a powerful way of helping continuous improvement at our charity and enable us to better deliver to our values and standards.

As well as learning from your complaints we would like to hear about:

- ideas you have on how we might do things better
- when we do things well.

Your comments and compliments will be passed on to the relevant team and we will use them to help improve the way we do things.

A response, if required, will be sent to you directly within 20 working days where possible.

You can make your comments and compliments by contacting any member of our teams.

Unreasonable complaints

We are committed to dealing with all complaints equitably, comprehensively, and in a timely manner and we will not normally limit the contact which complainants have with our staff.

Sometimes, however, people pursuing complaints or other issues may treat our staff and others in a way that is unacceptable and or behave in an unacceptable manner.

Whilst we recognise that some complaints may relate to serious and distressing incidents, we will not accept threatening, inappropriate, or harassing behaviour.

An unreasonable complainant may be anyone who engages in unreasonable behaviour when making a complaint. This will include people who pursue complaints in an unreasonable manner and those who do not act in an appropriate manner towards our staff.

For further information please refer to our Unreasonable and Unreasonably Persistent Complaints Policy.

Review of policy or procedure

Date of last review	October 2025
Date of next review	October 2026
Date it was first implemented	March 2002
Author(s)	Director for Services, Quality & Practice
Audience	Children and adults, we support members of the public, professionals, advocates, families, employees, and volunteers