



**PAPA HOME CARE**

**Domiciliary Care in Chelmsford & Surrounding Areas**

**Your Care  
Your Home  
Your Way!**

- ✓ Live-in Care
- ✓ Supported Living
- ✓ Overnight Care
- ✓ Personal Care + More...

Contact us

[Book Now](#) **012 4520 3550** [www.PapaHomeCare.co.uk](http://www.PapaHomeCare.co.uk)



# PAPA HOME CARE - COMPLAINTS PROCEDURE

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## Our Commitment to You

At Papa Home Care, we are committed to providing the highest quality domiciliary care services to all our clients. We value your feedback and take all concerns seriously. This complaints procedure explains how you can raise concerns, what you can expect from us, and how we will handle your complaint.

We view complaints as opportunities to improve our services and ensure we continue to meet the needs of the people we support.

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## What is a Complaint?

A complaint is an expression of dissatisfaction about our service, actions, or lack of action by Papa Home Care or our staff members. Complaints may relate to:

- Quality or standard of care provided
- Attitude or behavior of staff members
- Communication issues
- Punctuality or reliability of visits
- Care planning or assessment processes
- Billing or financial matters
- Any other aspect of our service delivery

# Your Right to Complain

You have the right to:

- Complain about any aspect of our service
  - Have your complaint taken seriously and handled professionally
  - Be treated with respect throughout the complaints process
  - Receive a timely response to your complaint
  - Have your complaint investigated fairly and thoroughly
  - Be kept informed of progress
  - Bring a representative, friend, or advocate to support you
  - Have your care continue without prejudice during the complaints process
  - Escalate your complaint if you remain dissatisfied
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## How to Make a Complaint

### Step 1: Informal Resolution

Many concerns can be resolved quickly through direct communication. If you have a concern, we encourage you to:

**Speak to your caregiver** - Often issues can be resolved immediately through open conversation.

**Contact your Care Coordinator** - They can address concerns and implement solutions quickly.

**Call our office** on [Phone Number] during business hours (Monday-Friday, 9:00 AM - 5:00 PM).

We aim to resolve informal concerns within **48 hours**.

### Step 2: Formal Complaint

If your concern is not resolved informally, or if you prefer to make a formal complaint from the outset, you can do so by:

**Telephone:** 012 4529 3550

Ask to speak with the Registered Manager

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Unit 8, Exchange Way, Chelmsford, Essex CM1 1XB

012 4520 3550 | [Complaints@papahomecare.co.uk](mailto:Complaints@papahomecare.co.uk)

**Email:** [Complaints@papahomecare.co.uk](mailto:Complaints@papahomecare.co.uk)

**Post:**

The Registered Manager  
Papa Home Care Ltd  
Unit 8, Exchange Way  
Chelmsford, Essex CM1 1XB

## What to Include in Your Complaint

To help us investigate your complaint effectively, please provide:

- Your name and contact details
  - The name of the person receiving care (if different)
  - Date(s) and time(s) the incident occurred
  - Names of staff members involved (if known)
  - A clear description of what happened and why you are dissatisfied
  - What outcome or resolution you are seeking
  - Any supporting evidence (if available)
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## How We Handle Complaints

### Acknowledgement

We will acknowledge receipt of your formal complaint within **3 working days**. The acknowledgement will include:

- Confirmation that your complaint has been received
- Name and contact details of the person handling your complaint
- Reference number for your complaint
- Expected timeframe for our response

### Investigation

The Registered Manager or designated senior staff member will:

- Review all relevant information and documentation
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- Interview staff members involved
- Speak with you to understand your concerns fully
- Gather any additional evidence required
- Consider your desired outcome

## Response

We aim to provide a full written response to your complaint within **20 working days** of receipt. Our response will include:

- A summary of your complaint
- Details of our investigation
- Our findings and conclusions
- Any actions taken or planned to address your concerns
- An apology if we have fallen short of expected standards
- Information about further steps if you remain dissatisfied

## Complex Complaints

If your complaint is particularly complex and requires extended investigation, we will:

- Inform you within the initial 20 working days
- Provide regular updates (at least every 10 working days)
- Give you a revised timeframe for our full response
- Explain the reasons for any delay

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## If You Remain Dissatisfied

### Stage 2: Review by Senior Management

If you are not satisfied with the initial response, you can request a review by:

**Writing to:**

Director  
Papa Home Care Ltd  
Unit 8, Exchange Way, Chelmsford, CM1 1XB

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The Director will conduct an independent review and respond within **20 working days**.

## External Complaint Routes

If you remain dissatisfied after our internal process is complete, you have the right to escalate your complaint to external bodies:

### Local Government and Social Care Ombudsman

**Website:** [www.lgo.org.uk](http://www.lgo.org.uk)

**Phone:** 0300 061 0614

**Address:** PO Box 4771, Coventry, CV4 0EH

The Ombudsman investigates complaints about councils and some other organizations, including registered care providers. They can investigate if you believe we have not followed proper procedures or provided a satisfactory resolution.

### Care Quality Commission (CQC)

**Website:** [www.cqc.org.uk](http://www.cqc.org.uk)

**Phone:** 03000 616161

**Address:** CQC National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

The CQC regulates health and social care services. While they do not investigate individual complaints, they use complaint information to inform their inspection and monitoring activities.

### Local Authority Safeguarding Team

If your complaint involves a safeguarding concern (abuse, neglect, or risk of harm), you should also report it to:

#### Essex Safeguarding Adults Team

**Phone:** 0345 603 7630

**Email:** [socialcaredirect@essex.gov.uk](mailto:socialcaredirect@essex.gov.uk)

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## Anonymous Complaints

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We accept anonymous complaints and will investigate them to the best of our ability. However, without contact details:

- We cannot provide you with updates on our investigation
  - We cannot discuss our findings or proposed actions with you
  - Our ability to fully investigate may be limited
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## Complaints Made on Behalf of Others

Family members, friends, advocates, or representatives can make complaints on behalf of a client. We may need to verify:

- The client's consent for you to act on their behalf (where the client has capacity)
  - Your relationship to the client
  - That acting on the complaint is in the client's best interests (if the client lacks capacity)
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## Support and Advocacy

You can have someone support you through the complaints process. Sources of support include:

**Independent advocacy services** - Can help you express your concerns and navigate the complaints process

**Citizens Advice** - Provides free, confidential advice

Website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Phone: 0808 223 1133

**Family members or friends** - Can accompany you to meetings or help you prepare written complaints

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## Our Learning from Complaints

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012 4520 3550 | [Complaints@papahomecare.co.uk](mailto:Complaints@papahomecare.co.uk)

We are committed to learning from complaints to improve our services. Following investigation of complaints, we will:

- Identify any patterns or recurring issues
- Implement changes to policies, procedures, or training
- Share learning with all staff members
- Monitor the effectiveness of changes made
- Report on complaints and outcomes to our management team and Board

Anonymized information about complaints and our responses is reviewed regularly to drive continuous improvement.

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## Safeguarding Concerns

If your complaint involves suspected abuse, neglect, or a serious risk to someone's safety, please report it immediately to:

**Papa Home Care Safeguarding Lead:** [Phone Number]

**Essex Adult Safeguarding:** 0345 603 7630 (24/7)

**Emergency Services:** 999

Safeguarding concerns are treated with the highest priority and reported to relevant authorities in line with statutory requirements.

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## Data Protection

All information provided in your complaint will be handled in accordance with data protection legislation. We will:

- Keep your complaint confidential (shared only with those who need to know)
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- Store complaint records securely
- Retain records for [X] years in line with regulatory requirements
- Use information only for investigating your complaint and improving services

For more information about how we handle your data, please see our Privacy Policy.

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## False or Malicious Complaints

While we encourage all genuine concerns to be raised, we reserve the right to take appropriate action if complaints are found to be:

- Deliberately false or misleading
- Malicious or intended to cause harm
- Vexatious or repeatedly made about resolved matters

Any such action will be taken in line with our policies and legal advice.

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## Monitoring This Policy

This complaints procedure is reviewed annually to ensure it remains effective and compliant with regulatory requirements. We welcome feedback on how we handle complaints and suggestions for improvement.

**Policy Version:** V3

**Last Reviewed:** 1st Sep. 2025

**Next Review Due:** 1st Sep. 2026

**Approved by:** Joshua Bwire

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## Contact Information

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### Papa Home Care Ltd

Unit 8, Exchange Way, Chelmsford, Essex CM1 1XB

012 4520 3550 | [Complaints@papahomecare.co.uk](mailto:Complaints@papahomecare.co.uk)

**Papa Home Care Ltd**

Unit 8, Exchange Way  
Chelmsford, Essex CM1 1XB

**General Enquiries:** 012 4520 3550

**Complaints Line:** 012 4520 3550

**Email:** [complaints@papahomecare.co.uk](mailto:complaints@papahomecare.co.uk)

**Registered Manager:** Joshua Bwire

**CQC Registration Number:** 1-23964334425

**Office Hours:**

Monday - Friday: 9:00 AM - 5:00 PM

Emergency contact available 24/7 for existing clients

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## Feedback and Compliments

While this procedure focuses on complaints, we also welcome positive feedback and compliments about our services. These help us recognize excellent practice and motivate our team. Please share your positive experiences through any of the contact methods above.

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*We are committed to resolving your concerns fairly, promptly, and professionally. Your feedback helps us maintain and improve the quality of care we provide to all our clients.*

**Papa Home Care - Because Everyone Deserves Compassionate Care at Home**

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