Complaints Policy March 2026

Complaints Policy Sept 2026

1. Introduction

Inspire EHC follows strict standards in order to ensure that all staff we supply to our client's base are of the highest professional and personal calibre. We take seriously any concerns raised regarding our staff and our staff (and the organisations that we place staffs in).

This policy gives details of what action we will take when concerns are raised with us and should be raised alongside our Safeguarding Policies for Education and Social Work and our Allegations Policy.

2. Scope of the policy

This policy applies to anyone employed by Inspire EHC including our Directors, staff, and any work placement/volunteers or anyone registered with us as a member of staff. Any member of staff who wishes to raise a concern regarding their conditions at work (or similar) should do so through the Disciplinary, Dismissal and Grievance procedure and also refer to the Whistleblowing Policy.

Any organisation or service wishing to complain about our services, or the suitability/capacity of any member of staff placed with them should do so under this procedure.

3. Concerns that an adult may have harmed/be a risk to, or is unsuitable work with children/vulnerable person

A concern may be raised against an adult which suggests that they may be a risk to a child or vulnerable person. This includes people who may:

- Behaved in a way that has/may have harmed a child/vulnerable person.
- Possibly committed a criminal offence against or related to a child/vulnerable person;
- Behaved towards a child/children/vulnerable person in a way that indicates he or she may pose a risk of harm; or
- Behaved/may have behaved in a way that indicates they may not be suitable to work with children/vulnerable person

If a concern meets these criteria, then the process outlined in the Allegations Policy should be followed, our safeguarding polices can also be referenced and are available on our website.

4. Complaints

The details of any complaint against a member of staff/client/ Inspire EHC are processed in our central register and recorded in a staff/clients respective electronic file.

When we receive a complaint, we refer to this policy, explain our procedures for handling complaints and ask the complainant in question if they would like for us to commence our process accordingly.

4.1 Complaints against Staff

Complaints concerning staff members will be brought to the attention of the staff member by their consultant. Together they will discuss the complaint and the consultant will give advice/warnings where necessary. The details of the discussion and any warnings will be documented on the staff's record. Staff will be advised that repeat behaviour or further complaints will result in further warnings in line with this policy and ultimately could lead to their removal from Inspire EHC workforce.

Examples of complaints could include the following:

- Failure to follow instructions
- Lateness
- Unsuitable attire

4.2 **Complaints against clients**

Consultants will encourage staff to speak openly about their experience in their role and the workplace in which they have been placed. Staff comments will be treated in confidence unless it is agreed with the staff member to raise the issue with the client. The consultant will act on behalf of the staff member to help resolve any issues causing difficulty for the staff member where possible. Complaints that are of a serious nature regarding the behaviour of client will be communicated to the client and/or relevant governing body.

5. Internal investigation procedures

Where appropriate, Inspire EHC will undertake an internal investigation into the complaint.

Stage 1

The complaint has been received by phone, in writing or by email explaining the nature of the complaint and how it has arisen.

If the complainant is a client, the client will be asked the following questions:

- Do you wish to terminate the engagement with the candidate?
- Do you want to terminate immediately or wait until an investigation has been carried out?
- Would you like a replacement candidate?

If the complainant is a candidate, the candidate will be asked the following questions:

- Do you wish to terminate the engagement?
- Do you want to terminate immediately or wait until an investigation has been carried out?

Inspire EHC's Director must be informed immediately of all serious allegations made against candidates or clients.

Stage 2

Inspire EHC will inform the complainant that we will conduct our own investigation. We will also explain the process of that investigation. A written statement will be requested from the complainant, together with any supporting documentation of the incident or incidents.

If the complaint is aimed towards a candidate, Inspire EHC will build up a profile of the candidate based on their original clearance checks, references and feedback from previous clients since working for, Inspire EHC in order to assess the nature of the incident.

Stage 3

The complainer is notified about the complaint and is asked for their version of the events. Confidentiality is maintained on a need-to-know basis. If the complainer is a client, they will be asked to discuss the matter over the phone or in person. If the complainer is a candidate, they are asked to attend a face-to-face review meeting. During this meeting the alleged incident will be discussed in detail, so the Director can evaluate the Staff member's ability to continue working for Inspire EHC. During the complaint, if it becomes apparent that the complaint is more serious and meets the criteria for an allegation then you should revert to the allegations policy and follow that.

Stage 4

Inspire EHC informs the complainant of the steps that have been taken and of the outcome of the investigation. The complainant is advised that if the matter cannot be resolved and that the seriousness of the allegation warrants further action, to adopt whatever measures would normally come into force to meet legal requirements.

If the issue needs to be resolved through any authority involvement, Inspire EHC will be guided by the authority's decision when considering working with the complainant subsequently.

Stage 5

If the complainer is a member of staff with an unblemished record and where a genuine error in professional practice has been made, Inspire EHC will go through the Terms of Engagement with the candidate and require the candidate to resign the terms. If required, additional training will be given. In the event of repetitive minor misdemeanours and where complaints are continually being made (by the same or different clients), we will take action and make a decision to remove the candidate from Inspire EHC's register.

All candidates returning to work for Inspire EHC after a review meeting are closely monitored on returning and relevant notes are kept on their file. If Inspire EHC is still concerned about a candidate's ability to return to work after their practice review meeting, the matter will be referred to the Director.

Stage 6

For issues defined as professional incompetence or serious misconduct which have been the subject of an investigation, and which have been proven to the satisfaction of the Director of Inspire EHC any staff member will be immediately removed from our register. If a staff member is defined as showing professional incompetence or serious misconduct the affected clients and the relevant authorities will be informed, for example the DBS, (Disclosure and Barring Service), NMC (Nursing and Midwifery Council), HCPC (Health and Care Professions Council) and or SWE (Social Work England), TRA (Teacher Regulations Agency).

6. Complaints against Inspire EHC

It is our utmost priority that incidents and complaints are dealt with in a fair manner. Inspire EHC values the opinion and feedback of its employees, candidates and clients and is committed to improving service quality in response to feedback, suggestions, complaints or service issues.

We believe that our customer service is what differentiates us from our competitors, and we are committed to providing a high level of service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

If a complaint were to be made against Inspire EHC by either a candidate or a client, the matter would be referred to the Director who would decide which course of action would be most appropriate to follow. To ensure the complainant is kept informed at all stages of the process, reports are issued either verbally or in writing. Support is given to both parties until a satisfactory conclusion is reached.

In the first instance if you have a complaint, please contact your dedicated consultant/delivery co-ordinator by phone or email so that we can try to resolve your complaint informally.

7. Timeline

1. We will send you a letter/email acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name/job title and contact details of the person who will be

dealing with your complaint. You can expect to receive our letter/email within 2 days of us receiving your complaint.

2. We will record your complaint in our central register within a day of having received it.

3. We will acknowledge your reply to our acknowledgment letter/email and confirm what will happen next. You can expect to receive our acknowledgement letter/email within 2 days of your reply.

We will then start to investigate your complaint. This will normally involve the following steps;

1. Depending on the nature of your complaint we may ask the member of staff who you originally raised your complaint with to reply to your complaint within 5 days of our request;
2. The Operations and Compliance Manger will then review the complaint - examining the member of staff's reply and the information you have provided for us. If necessary, you may be contacted by the Operations and Compliance Manager. This will take up to 4 days from receiving their reply.
3. We will then invite you to meet/speak with the consultant you believe to be at fault to discuss and hopefully resolve your complaint. This will hopefully take place within 5 days dependent on the complainant's availability
4. Within 2 days of the meeting we will write to you to confirm what took place and any solutions that have been agreed with you.

If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include the Director's signature with suggestions for resolving the matter. This will be actioned within 5 days of completing the investigation.

Inspire EHC endeavour to resolve an issue within 10 calendar days however this is dependent on the complaint raised.

Should the complainant be dissatisfied with any aspect of the handling of their complaint or the outcome they should contact David Robson Director by outlining the details in full, to:

David Robson
Second Floor
19 High Street
Maldon, Essex
CM9 5PE

The Director will review the complaint and propose a suggested course of action and will remain involved until the complaint is successfully resolved. The Director will continue to review the outcome of the complaint at agreed times for a minimum period of 12 months.

If we have to change any of the time scales above, we will let you know and explain why.

8. **Whistleblowing Policy**

This statement should be read alongside Inspire EHC's Whistleblowing Policy. Inspire EHC encourages a free and open culture in dealings between its managers, employees and all people with whom it engages in business and legal relations.

In particular, we recognise that effective and honest communication is essential if concerns about breaches or failures are to be effectively dealt with and the company's success ensured. This policy is designed to provide guidance to all those who work with, or within the company who may from time to time feel that they need to raise certain issues relating to the company with someone in confidence.

Workers who in the public interest raise genuine concerns under this policy will not under any circumstances be subjected to any form of detriment or disadvantage as a result of having raised their concerns. For further details, see Inspire EHC's Whistleblowing Policy.

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint. This policy is a general complaints policy, for allegations or safeguarding concerns please reference our Allegations Policy and Safeguarding Policies available on our website and in hard copy if requested.