



Complaints Policy

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1. Introduction

MoreLife is committed to delivering the best possible service to its clients. In accordance with the standards set by the Care Quality Commission (CQC) and the National Institute for Health and Care Excellence (NICE). We value feedback and take complaints seriously, ensuring they are handled efficiently, fairly, and transparently.

The staff and management are accountable to clients, client representatives, commissioning authorities and the local community in delivering services of the highest standard.

From time-to-time things may not run as smoothly as they should and sometimes misunderstandings occur. Left unresolved a small difficulty can become a serious issue, which is something we all want to avoid. It is very important that any concerns are raised as quickly as possible.

Most complaints can and should be dealt with immediately, as it is often very difficult to make a judgement on a matter some weeks later. We invite and encourage clients, commissioning authorities and any external organisations or people who have contact with MoreLife to come forward and voice any minor or major concerns about any aspect of the work of MoreLife, so that they can be dealt with effectively.

2. Purpose

This policy outlines the process for raising and resolving complaints related to our weight management services. It ensures compliance with CQC regulations and NICE guidelines, promoting patient safety, dignity, and satisfaction.

3. Principles

- We treat all complaints with respect, confidentiality, and impartiality.
- Complaints are handled in a timely and effective manner.
- Patients, carers, and representatives can raise concerns without fear of repercussions.
- We use complaints as an opportunity for learning and improving our services.

4. How to raise a complaint?

If you are dissatisfied with any aspect of our services, you have the right to:

- make a complaint.
- have that complaint investigated and
- be given a full and prompt reply.

You can make a complaint by email or in person.

In Person

Speak directly to a staff member or request to see a manager.

We will write to you within 3 working days to confirm the details of your complaint, you will then need to let us know within 2 working days if we have misunderstood anything. If we do not hear from you, we will assume we have the correct details and acknowledge your complaint.

Email

All complaints should be sent in the first instance to the Head of Compliance [Complaints] at

complaints@more-life.co.uk

In the compliance team's absence or if the complaint is about them personally, please forward to HR@more-life.co.uk,

- Send a copy of the response to any staff members involved and to commissioning authorities if appropriate.

5. Timetable for complaints

We encourage complaints to be made as soon as possible, preferably within six months of the incident.

Complaints should be raised within a maximum timeframe of **12 months** from the date of the event or from when the complainant became aware of the issue. Exceptions may be considered where there are valid reasons for a delay, such as illness or exceptional circumstances.

The period for making a complaint is normally:

- within 12 months from the date on which the event which is the subject of the complaint occurred; or
- within 12 months from the date on which the event which is the subject of the complaint comes to the complainant's notice.

Formal complaints will be dealt with according to the timetable below. We will:

- Acknowledge by letter that we have received your complaint within **3 working days**.
- Appoint an investigating officer and complaint manager.
- Conduct a thorough investigation into the issues you raise, which may involve consulting the staff concerned.
- Send you a full written response within **28 working days**.
- Send a copy of the response to any staff members involved and to commissioning authorities if appropriate.

6. Complaints Handling

All complaints will be handled with regard to the following code of conduct:

Acknowledgment

- We will acknowledge your complaint in writing within **3 working days**.
- Complaints will be dealt with courteously, promptly, professionally, and objectively.

Investigation

- A designated complaints officer will review the matter, gather relevant information, and may contact you for further details.
- Subjects of complaint will not be involved in considering the response to the complaint.
- There will be no reprisals or negative actions against any person who makes a complaint or asks someone else to raise a complaint on their behalf.

Response

- A formal response will be provided within **28 days**. If additional time is required, we will inform you of the reason and expected resolution timeline.
- All complainants will receive a response to their complaint and information about how to pursue it if they are dissatisfied with the outcome or the way the complaint was handled.
- Written records of all complaints indicating how and when they were resolved will be kept

securely and will be monitored regularly by the Compliance team.

Third parties

- Complaint records will be available for external review by inspectors with your consent.

Safeguarding

- Complaints will be treated confidentially except when this would put a person at risk, when the person's safety must be the first concern. In these instances, our safeguarding team will review the complaint.
- Any complaint which alleges any kind of abuse will be dealt with in line with our Safeguarding policy.

Resolution

- Where possible, we will work with you to achieve a satisfactory resolution. If appropriate, we may offer an apology, explanation, or action plan for service improvements.

7. Escalation process

What if I am not satisfied with the outcome or the handling of the investigation into my complaint?

If you feel that your complaint has not been investigated satisfactorily you may appeal to the Head of Compliance – compliance@more-life.co.uk

What if I am still not satisfied with the outcome or the handling of the investigation into my complaint?

If you feel that your complaint has not been resolved satisfactorily through the above process or if you are not satisfied with the way in which your complaint has been handled, you should contact the Chief Operating Officer – COO, Dr Sophie Edwards Email: sophie.edwards@more-life.co.uk

The COO will conduct further investigations into the way the process has been handled and return a full outcome within 10 working days.

You may escalate further if you are not satisfied with:

Should the matter still not be resolved, or if you are still not happy with the outcome of your complaint or how it was dealt with, you can ask the Local Government Ombudsman to investigate it.

1. The **Local Government & Social Care Ombudsman** is a free, independent complaints service. If they decide that the service has got things wrong, they can make recommendations to put things right.

You can contact the Local Government Ombudsman in the following ways:

- For social care-related concerns, visit www.lgo.org.uk. [Make a complaint - Local Government and Social Care Ombudsman](#)
 - By phoning **0300 061 0614**
 - By texting 'call back', with your name and mobile number, to **0762 480 3014**. Someone will then call you.
 - By writing to: Local Government Ombudsman PO Box 4771 Coventry, CV4 0EH
2. **Parliamentary and Health Service Ombudsman (PHSO)**: If unresolved, you can contact the PHSO via www.ombudsman.org.uk or call 0345 015 4033. www.ombudsman.org.uk

3. **CQC (Care Quality Commission):** While the CQC does not handle individual complaints, they encourage feedback that can inform regulatory action. Visit Tel 0300 6161 or enquiries@cqc.org.uk

8. Learning and Improvement

We review all complaints and feedback to enhance our services.

Lessons learned are shared with relevant teams, and where necessary, policy and procedural changes are implemented to prevent recurrence

9. Confidentiality, Consent, and Data Protection

All complaints are handled in accordance with GDPR and data protection laws. Personal information will only be shared on a need-to-know basis. We ensure that all individuals providing information as part of a complaint investigation give informed consent before their data is used. Patients have the right to withdraw their consent at any stage of the complaint process.

We are committed to maintaining the confidentiality of all complainants. Any personal or sensitive information provided will be stored securely and only accessed by authorized personnel involved in the investigation. Data will be retained only for the necessary period as required by law and regulatory guideline

- **Data Protection Officer** – compliance@more-life.co.uk
- **Privacy Policy:** This can be found on our website: <https://www.more-life.co.uk/privacy-policy/>

10. Contact Information

For further information on our complaint's procedure, please contact: Head of HR & Compliance at compliance@more-life.co.uk.

11. Review

This document will be reviewed annually and updated as necessary to ensure continuous compliance with CQC and NICE frameworks.

The management team endorses this policy and is fully committed to its implementation.

Policy Owner	Head of Compliance
Authorised signatory for Policy	Chief Operating Officer
Date of Policy	6 April 2023
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5 April 2024	