



EXPERT CURA COMPLAIN POLICY

At **Expert Cura**, we are committed to providing the highest quality care and support to our Care Recipients. We value feedback from all our service users and take any complaints seriously. Our Complaints Policy ensures that concerns are addressed in a fair, transparent, and timely manner.

This policy outlines the process for submitting a complaint, how complaints are handled, and the steps we will take to resolve any issues raised by our Care Recipients, their families, or other stakeholders.

2. Scope

This policy applies to all complaints made in relation to the services provided by **Expert Cura**, specifically:

- The services provided by self-employed carers introduced through our platform.
- The conduct or behaviour of self-employed carers introduced through **Expert Cura**.
- The quality of the support received from **Expert Cura** in facilitating carer placement.
- Any other concerns regarding the service provided by **Expert Cura** as an introductory agency.

This policy is relevant to all stakeholders, including Care Recipients, family members, carers, and anyone interacting with our services.

3. What is a Complaint?

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the service provided by **Expert Cura**, including the quality of care, staff conduct, or communication issues. Complaints can be made by Care Recipients, family members, carers, or anyone else involved with our service.

4. How to Make a Complaint

We encourage anyone who is dissatisfied with our services to make a complaint as soon as possible, so we can address the issue promptly. Complaints can be made in the following ways:

- **By Phone:** Call our Customer Support team at 02039165072.
- **By Email:** Send an email to (contact@expertcura.co.uk)

When making a complaint, please provide as much detail as possible, including:

- Your name and contact information.
- The name of the Care Recipient (if applicable).
- A description of the issue or concern.
- Any actions you have already taken to try to resolve the matter.
- The desired outcome or resolution.

- **5. Acknowledging the Complaint**

- Upon receiving your complaint, we will acknowledge it within **two working days**. We will confirm that we have received your complaint and outline the steps that will be taken to investigate the issue.

6. Investigating the Complaint

We take all complaints seriously and will thoroughly investigate each one to understand the root cause and determine how best to resolve the issue. Our investigation will include:

- Reviewing the details of the complaint.
- Gathering information from relevant parties (e.g., carers, Care Recipients, family members, and other team members).
- Assessing any documentation or records related to the concern.

We will aim to complete the investigation within **15 working days**. If further time is needed, we will inform you of the reason for the delay and provide an updated timeline.

7. Outcome and Resolution

Once the investigation is complete, we will inform you of the outcome. If we find that your complaint is justified, we will:

- Apologize for any distress or inconvenience caused.
- Take corrective action where necessary to address the issue and prevent future occurrences.
- Provide a clear plan for any changes or improvements that will be made to our services.

If the complaint is not upheld, we will provide a full explanation of the findings.

8. Escalation Process

If you are not satisfied with the outcome of your complaint or feel the issue has not been resolved to your satisfaction, you may request a review of the decision. A senior

member of the **Expert Cura** team will reassess your complaint and the actions taken. If further escalation is required, you may seek external support or mediation services.

9. Confidentiality

All complaints will be treated with the utmost confidentiality. The details of the complaint, the investigation process, and the outcome will only be shared with those who need to know to resolve the issue. This includes ensuring compliance with **data protection laws** such as **GDPR** (General Data Protection Regulation) and the **Data Protection Act 2018**, which governs the handling of personal data.

10. Continuous Improvement

At **Expert Cura**, we view complaints as valuable feedback. We are always seeking to improve the services we provide, and any complaints will be used to help us identify areas for improvement. As part of our commitment to quality, we regularly review complaints to identify patterns or recurring issues and take action to address them.

11. Policy Review

This Complaints Policy will be reviewed regularly to ensure it remains effective and compliant with relevant standards. Updates or changes to this policy will be communicated to all relevant parties.