



Complaints Procedure – Doves Care Agency Ltd

At **Doves Care Agency Ltd**, we are committed to providing high-quality, safe, and compassionate care. We welcome feedback and take all complaints seriously, as they help us improve our services.

If you are unhappy with any aspect of our service, please let us know as soon as possible so we can address your concerns.

How to Make a Complaint

You can make a complaint in any of the following ways:

- **In person** – speak to a member of our staff
- **By telephone** – 01442 503910
- **By email** – dovescareagency@outlook.com

In writing – send a letter to:

Doves Care Agency Ltd
Imex Centre, Suite 28/ 30
575-599 Maxted Road
Hemel Hempstead
HP2 7DX

Complaints can be made by the person receiving care or by a family member, friend, or representative acting on their behalf (with consent where appropriate).

What Happens Next

Step 1: Acknowledgement

We will acknowledge your complaint within **3 working days**.

Step 2: Investigation

A senior member of staff not directly involved in the issue will investigate your complaint fairly and thoroughly.

Step 3: Response

We aim to provide a full written response within **20 working days**. If the investigation takes longer, we will keep you updated.

Step 4: Outcome

Our response will explain:

- What we found during the investigation
- Any actions we have taken or will take
- Any apologies, where appropriate

Confidentiality & Fairness

- All complaints are handled **confidentially**
- Making a complaint will **not affect your care or support**
- Everyone is treated with dignity, respect, and fairness throughout the process

If You Are Not Satisfied

If you are unhappy with our response, you can request a further review by contacting us again.

If you remain dissatisfied, you can contact the **Local Government and Social Care Ombudsman (LGSCO)**:

Local Government and Social Care Ombudsman

Website: www.lgo.org.uk

Telephone: 0300 061 0614

You can also contact the **Care Quality Commission (CQC)** to share your experience:

Care Quality Commission (CQC)

Website: www.cqc.org.uk

Telephone: 03000 616161

The CQC does not investigate individual complaints but uses the information to monitor and improve care services.

Continuous Improvement

All complaints are recorded, monitored, and reviewed to help us improve our services and maintain the highest standards of care.