



Axia ASD Ltd **Complaints Procedure**

Axia ASD is committed to ensuring that concerns raised by people using its services, carers, and relatives of those using its services, and members of the public are acknowledged, investigated, and responded to, and that the organisation learns from any failings identified. Axia aims to promote a culture in which all forms of feedback are listened to and acted upon. Complaints, compliments, general comments, and suggestions are welcomed.

A complaint can be made by a current or former client or person affected or likely to be affected by the actions or decisions of Axia. A complaint can also be made by someone acting on behalf of the client or person, with their consent. If a complaint is being pursued by a third party, consent will be sought from the individual concerned, using the complaint consent form.

A complaint can be made by telephone, in person, in writing or by email.

Complaints should be addressed to:

FAO Calvin Atkinson, Director
Axia ASD Ltd
Red Hill House
Hope Street
Saltney
Chester
CH4 8BU
Tel: 01244 56 76 56
Email: [enquiries @axia-asd.co.uk](mailto:enquiries@axia-asd.co.uk)

Complaints can also be made to a member of staff directly. If staff receive a complaint, they should document this and ensure that any documentation/communication with service users, carers and relatives regarding complaints or potential complaints is kept separate from that person's health records. It should be copied to Axia via the enquiries email.

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If a service user, carer or relative requires additional support (either in the form of advocacy or interpreter services) an appropriate referral should be made. The Axia Company Secretary can provide advice and additional assistance in these circumstances.

Anonymous complaints will be investigated as far as is practically possible and any relevant and appropriate action will be taken.

A complaint must be made no later than 12 months after the date the event occurred or, if later, the date the event came to the notice of the complainant. Complaints made more than twelve months after an incident do not have to be investigated, however, there is discretion to extend this time limit where it would be unreasonable in the circumstances for the complaint to have been made earlier, and where it is still possible to investigate the facts of the case. Where the decision is taken not to extend the time limits, the complainant will be informed in writing, explaining why, and informing them of their right to refer the matter to the Local Government Ombudsman as appropriate.

Unless they are anonymous, all complaints will be acknowledged whether they are written or verbal. All complaints will be acknowledged within three working days.

When the complainant has identified themselves, investigating and responding to them and where relevant their family and carers will take place without any undue delay. When complainants do not wish to identify themselves, Axia will still follow its Complaints process as far as possible. Complainants, and those about whom complaints are made, will be kept informed of the status of their complaint and its investigation, and be advised of any changes made as a result. Axia aims for complaints to be investigated and a response provided to the complainant within 28 working days.

Axia will ensure that staff who are involved in the assessment and investigation of complaints have the right level of knowledge and skill. They will also have a good understanding of the Axia's complaints process and be knowledgeable about current related guidance. Where appropriate, complaints investigations may include:

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- Undertaking a review to establish the level of investigation and immediate action required, including referral to appropriate authorities for investigation. This may include professional regulators or local authority safeguarding teams.
- Making sure appropriate investigations are carried out to identify what might have caused the complaint and the actions required to prevent similar complaints.
- Appropriate action will be taken without delay to respond to any failures identified by a complaint or the investigation of a complaint.

Complainants will not be discriminated against or victimised. In particular, their care and treatment will not be affected if they make a complaint, or if somebody complains on their behalf. Consent and confidentiality will not be compromised during the complaints process unless there are professional or statutory obligations that make this necessary, such as safeguarding. In such instances, the investigating officer will ensure that the relevant policy (e.g. Safeguarding; Domestic Abuse) is followed. In addition, Axia will act in accordance with CQC Regulation 20: Duty of Candour in respect of complaints about care and treatment that have resulted in a notifiable safety incident. A guarantee is provided to service users that using the procedures appropriately will not prejudice their own position.

If a complainant is not satisfied with how Axia manages and/or responds to their complaint, they can make an appeal by notifying Axia of their wish to do so by telephone, email or in writing. All appeals will be acknowledged by email or letter within 3 working days of receipt. Axia will aim to resolve all such appeals within 30 days. If the appeal cannot be concluded in that time, the complainant will receive written correspondence to that effect with an expected timescale for the complaint to be resolved.

If the complainant is not satisfied with the outcome of the appeal process, they can complain to the Local Government Ombudsman (LGO). The LGO provides a free, independent service. The complainant can contact the LGO Advice Team for information and advice, or to register their complaint:

Tel: 0300 061 0614

Email: advice@lgo.org.uk

Website: www.lgo.org.uk

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(NB: The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters).

Where complainants escalate their complaint externally because they are dissatisfied with the local outcome, Axia will cooperate with any independent review or process.

If your service with Axia was commissioned by the NHS via your local Clinical Commissioning Group (CCG), the CCG has a legal duty to address problems which happen if the service doesn't deliver to the required standards. You can raise problems with them instead of complaining directly to Axia, if you would prefer. If you remain unhappy with their response, the Parliamentary & Health Service Ombudsman is the final stage for unresolved complaints:

Office of the Parliamentary & Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0345 015 4033
E-mail: phso.enquiries@ombudsman.org.uk
Website: www.ombudsman.org.uk

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