# CareFirst Connections Complaints Policy

# Introduction

**CareFirst Connections** is committed to providing high-quality services to both clients and caregivers. We value feedback and take complaints seriously as they help us improve our services. This policy outlines the process for raising and handling complaints in a fair and transparent manner.

# Purpose

This policy ensures that:

* Complaints are dealt with promptly and fairly
* All parties involved are treated with respect and confidentiality
* Issues raised are investigated thoroughly and appropriate action is taken.

# Who Can Make a Complaint?

Complaints can be made by:

* Clients who are receiving services through CareFirst Connections
* Carers introduced by CareFirst Connections
* Family members or representatives of clients
* Any other stakeholders who have interacted with our service.

# What Can Be Complained About?

You can make a complaint about:

* The quality of the introduction service provided
* The behavior or professionalism of an introduced carer
* A failure in communication or service expectations
* Any breach of our policies or terms and conditions.

# How to Make a Complaint

We encourage complaints to be raised as soon as possible. Complaints can be made:

* By email to: info@carefirstconnections.org
* By phone to: +44 0330 633 2001
* By post to: CareFirst Connections, 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ.

Please provide details including your name, contact information, and a clear description of your complaint.

# Complaint Handling Process

1. *Acknowledgment* – We will acknowledge your complaint within 2 working days
2. *Investigation* – We will review and investigate the complaint thoroughly
3. *Resolution* – We aim to provide a response within 10 working days. If the matter requires further investigation, we will update you with the expected timeframe
4. *Outcome* – We will provide a written response outlining any actions taken to resolve the complaint.

# Confidentiality and Data Protection

All complaints will be handled confidentially and in compliance with GDPR regulations. Personal details will only be shared with those directly involved in resolving the issue.

# Escalation of Complaints

If you are not satisfied with our response, you can escalate the complaint by writing to the Company Director for further review. In cases where complaints remain unresolved, you may seek external mediation or contact the relevant regulatory body.

# Continuous Improvement

We review complaints regularly to identify areas for improvement. Feedback from complaints helps us enhance our service standards and maintain client and carer satisfaction.

# Contact Us

For any questions regarding this policy, please contact us at:

 info@carefirstconnections.org

* +44 0330 633 2001