


Kings Support Group Ltd

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Kings Support Group Ltd

Complaints, Comments & Suggestions Policy and Procedure

Version: 1.0

Date Issued: February 2026

Next Review: February 2028

Review Cycle: Every 2 years

Approved by: Director, Kings Support Group Ltd

1. Policy Statement

Kings Support Group Ltd is committed to delivering safe, high-quality supported accommodation for young adults aged 18–25 transitioning from care, custody, homelessness or other vulnerable circumstances.

We recognise that complaints, comments and suggestions are essential for improving our services. We welcome feedback from residents, families, professionals, neighbours, local authorities, public bodies and stakeholders. Our approach is:

- **Fair, transparent and accessible**
- **Person-centred and trauma-informed**
- **Focused on early resolution wherever possible**
- **Respectful, open and accountable**

We ensure that all complaints are:

- Taken seriously
- Handled promptly
- Investigated thoroughly
- Recorded accurately
- Used to drive service improvement



This policy is publicly available on our website and included in our **Resident Handbook**.

2. Scope

This policy applies to:

- Residents living in Kings Support Group Ltd accommodation
- Former residents
- Family members or advocates
- Local authorities, social workers, probation officers and partner agencies
- Neighbours or members of the public affected by our services

Safeguarding concerns are *not* handled under this policy and must follow:

- Safeguarding Children Policy
 - Safeguarding Adults Policy
 - Whistleblowing Policy
 - Bullying & Harassment Policy
 - Equality, Diversity & Inclusion Policy
-

3. Principles

Kings Support Group Ltd will:

- Encourage residents to speak up when something is wrong
- Treat all complaints with dignity and respect
- Provide clear information on how to complain
- Accept complaints verbally, in writing or through an advocate
- Never treat a complainant unfairly for raising concerns
- Resolve issues quickly at the lowest appropriate level
- Provide reasonable adjustments for residents with disabilities or communication needs
- Learn from complaints and embed improvements



4. Definitions

Term	Definition
Complaint	Any expression of dissatisfaction about our service, staff, actions or lack of action.
Service Request	A request for us to fix something or take action (e.g., repair, maintenance).
Local Resolution	When a complaint is resolved immediately at the point of contact.
Formal Complaint	Requires investigation under Stage 1 or Stage 2
Ombudsman	An independent body that reviews complaints after internal processes are exhausted.
Advocate	A person nominated to act on behalf of a resident.

5. How to Make a Complaint

Residents and others can make a complaint in any of the following ways:

Verbal

- To a Support Worker
- To a Service Manager

Kings Support Group Ltd Head Office

✉ Email

complaints@kingssupportgroup.co.uk

✉ Post

**Complaints Team
Kings Support Group Ltd**



167-169 Great Portland Street
5th Floor
London
W1W 5PF

Website

Head to the [Contact Us](#) page on our website, complete the form and submit it.

Advocates

Residents may nominate someone to complain on their behalf. For your privacy and Data Protection, written consent will be required before we discuss personal information with your nominated advocate.

Accessibility

Where necessary, we will provide support such as:

- Interpreters
 - Easy to read formats
 - Assistance with writing or submitting complaints
-

6. What Is Excluded from This Process

- Safeguarding concerns
 - Issues already being handled by legal proceedings
 - Complaints about other agencies
 - Anonymous complaints (may still be reviewed but we are unable to respond)
 - Requests for repairs or routine service tasks (unless dissatisfaction continues)
-

7. Stage One – Formal Complaint (10 Working Days)

Stage One complaints are investigated by the **Service Manager** or a designated manager.



We will:

1. Acknowledge the complaint within **3 working days**
2. Investigate the issues raised
3. Provide a written response within **10 working days**

The response will include:

- Findings
- Outcome (Upheld / Partially Upheld / Not Upheld)
- Actions taken or planned
- Information on how to escalate

If more time is needed, we will inform the complainant and agree a new timeframe.

8. Stage Two – Independent Review (20 Working Days)

If the complainant is dissatisfied with Stage One, they may request escalation.

Stage Two is investigated by a **senior manager not previously involved**.

We will:

1. Acknowledge within **3 working days**
2. Conduct a full review of the complaint and Stage One handling
3. Provide a written response within **20 working days**

This is the final internal stage.

9. External Appeals



If the complainant remains dissatisfied, they may contact:

Housing Ombudsman Service

Phone: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Website: www.housing-ombudsman.org.uk

Post: PO Box 1484, Unit D, Preston, PR2 0ET

They may contact the Ombudsman **at any stage** but the Ombudsman usually expects internal procedures to be completed first.

10. Mediation

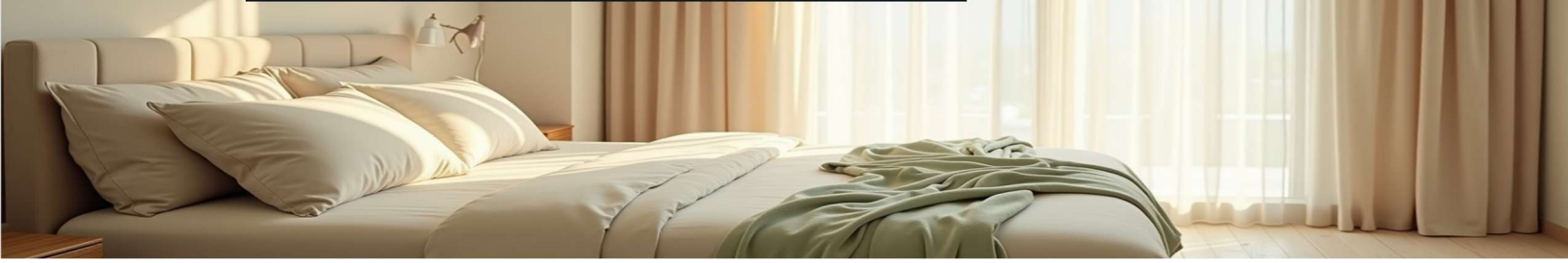
Where appropriate, Kings Support Group Ltd may offer mediation to help resolve disputes informally and constructively.

11. Remedies

Where a complaint is upheld, remedies may include:

- A sincere apology
- Correcting an error or oversight
- Reconsidering or changing a decision
- Providing additional support
- Staff training, supervision or dismissal
- Policy or process changes
- Financial remedy (in line with organisational guidelines)

12. Recording Complaints



All complaints will be logged in our secure case management system, including:

- Date received
- Nature of complaint
- Actions taken
- Outcome
- Learning identified

Records are retained in line with our Data Protection Policy.

13. Exceeding Timescales

If we cannot meet a deadline:

- We will explain why
 - Provide a revised timeframe
 - Keep the complainant updated
-

14. Guidance for Staff Handling Complaints

Staff must:

- Listen actively and without judgement
- Remain calm and professional
- Record details accurately
- Seek early resolution where possible