



Supportmatch

Homeshare Service

www.supportmatch.co.uk

Supportmatch Homeshare Complaints Policy and Procedure

POLICY TITLE: Complaints

ISSUED: October 2023

REVISED: October 2024

REVIEWED: October 2024

NEXT REVIEW DATE: October 2025

1. Policy Statement

Supportmatch provides a transparent, and person-centred service to all individuals and organisations we engage with. We view suggestions, concerns, and complaints not as criticisms but as important opportunities to reflect, learn, and enhance the quality of our work. We understand that, at times, issues may arise. When they do, we are committed to ensuring that all concerns or complaints are taken seriously and are addressed promptly, fairly, and in accordance with our safeguarding responsibilities and confidentiality commitments.

2. Scope of this Policy

This policy applies to all individuals using our services, including Householders, Homesharers, volunteers, stakeholders, and staff. It also applies to complaints about behaviour, conduct, or breaches of contract, including concerns about safeguarding, privacy, professionalism, or discrimination.

3. Informal Resolution

In many cases, concerns can be resolved quickly and effectively through informal discussion. If you have a concern or complaint, you are encouraged to raise it directly with the person involved or with the relevant Supportmatch coordinator, manager, or member of staff. Supportmatch will make every effort to resolve the matter informally, promptly, and respectfully, aiming to restore confidence and address the issue at the earliest opportunity.

4. Formal Complaints Procedure

Step 1: Submitting the Complaint

Formal complaints should be submitted in writing and marked Private & Confidential. Complaints must be sent to the Designated Complaints Lead (usually the Director or senior manager). You will receive an acknowledgement in writing within 7 calendar days. If assistance is required (e.g., an interpreter or advocate), Supportmatch can help arrange this.

Step 2: Investigation

The Designated Complaints Lead will review and investigate the matter, which may include discussions with relevant individuals or external bodies if appropriate. A written response will normally be issued within 30 calendar days. If additional time is needed, the complainant will be notified.

5. Outcomes and Actions

Where appropriate, Supportmatch will issue a written apology. Any necessary remedial actions will be agreed upon, including service improvements, further training, or disciplinary steps if required. In cases involving Householder–Homesharer private arrangements that breach Supportmatch’s contract, formal consequences may apply as outlined in the Homeshare Agreement, including removal from the programme and applicable penalties.

6. Record-Keeping and Monitoring

All formal complaints and responses will be logged and securely stored in accordance with GDPR and Supportmatch’s Confidentiality Policy. Supportmatch management will periodically review complaints data to identify recurring issues and inform service improvements.

7. Complaints Against the Designated Person

If the complaint concerns the Designated Complaints Lead, the complaint should be directed to the Alternative Designated Person, appointed by the Directors.

8. Related Policies

- Safeguarding Policy
- Data Protection and Confidentiality Policy
- Homeshare Service Agreement
- Volunteer Code of Conduct

We are committed to listening, learning, and improving. Thank you for helping us deliver the best possible service.

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