

## Complaints and Feedback

At Nextsmartstep, we believe that listening to our residents, their families, and our professional partners is essential to providing high-quality, person-centred support. Backed by over 20 years of industry expertise, we view all feedback as a vital tool for continuous improvement.

### Our Commitment

We are committed to a "Duty of Candour," meaning we will be open, honest, and transparent if things go wrong. We aim to resolve all concerns quickly, fairly, and professionally.

### Our 3-Stage Resolution Process

#### Stage 1: Informal Resolution

Most concerns can be resolved immediately through open dialogue. We encourage you to speak directly with the Support Worker or House Manager.

- Our Goal: To acknowledge and resolve informal concerns within 48 hours.

#### Stage 2: Formal Internal Investigation

If a concern is not resolved at Stage 1, or if the matter is serious, a formal complaint should be submitted in writing via our website or emailed to [info@nextsmartstep.co.uk](mailto:info@nextsmartstep.co.uk).

- Our Process: An independent Senior Manager will conduct a thorough investigation, which may include interviews and a review of support records.

- Our Goal: To provide a formal written response and an Action Plan within 10 working days.

### Stage 3: Independent External Review

If you remain dissatisfied after our formal response, you have the right to escalate the matter to an external body for an independent review:

- Local Government and Social Care Ombudsman: [www.lgo.org.uk](http://www.lgo.org.uk)
- The Placing Authority: Contact the relevant Local Authority Commissioning or Safeguarding Team.

### How to Share Your Feedback

We welcome compliments and suggestions as well as complaints. Please contact us via:

- Email: [info@nextsmartstep.co.uk](mailto:info@nextsmartstep.co.uk)
- Online: Use our professional feedback form [[Link to Form](#)].
- Phone: 01375 802990