

DAVIGDOR HOUSE SUPPORTED LIVING

Brighton & Hove

Complaints, Concerns & Feedback

Your voice matters. We want to know when we get things right — and when we could do better.

We welcome complaints and concerns. Making a complaint will not affect the support you receive, your tenancy, or the way you are treated. You will be listened to, treated with respect and kept informed about what happens next.

What can I complain about?

You can raise a complaint or concern about any part of the service you receive. This might include:

- the way you have been treated or spoken to;
- the support you receive, or something you feel has not been done;
- communication with you, your family, advocate or professionals;
- privacy, dignity, choice or independence;
- staff conduct or behaviour;
- your living environment, communal areas or facilities;
- how a decision has been made or explained to you;
- a delay, mistake or failure to follow an agreed plan;
- a concern about safety, safeguarding or wellbeing;
- anything else about Davigdor House Supported Living that you are unhappy with.

You do not have to use the word 'complaint'

If something is worrying you, tell us in whatever way feels easiest. You can call it a concern, complaint, problem or feedback. We will take it seriously and help you understand your options.

How to make a complaint

You can complain in the way that works best for you:

- speak to any member of staff;
- speak to your keyworker, Team Leader or Manager;
- telephone us;
- email us;
- write to us;
- ask a family member, friend, advocate or professional to help you or complain on your behalf, with your agreement where appropriate.

Davigdor House Supported Living

9 Davigdor Road, Hove, BN3 1QB

Telephone: 01273 770829 (Option 2)

Email: info@davigdorhouse.co.uk

What happens after you complain?

- 1. We will listen** — We will make sure we understand what has happened, what you are unhappy about and what outcome you would like.
- 2. We will acknowledge it** — We will confirm that we have received your complaint and explain who will be dealing with it.
- 3. We will look into it** — The complaint will be considered fairly and, where needed, investigated. We may speak with you, staff members or other relevant people.
- 4. We will respond** — We will explain what we found, any action we are taking and what you can do if you remain unhappy.
- 5. We will learn** — Where something could have been done better, we will use the complaint to improve our service.

How quickly will we respond?

We aim to acknowledge complaints promptly and resolve straightforward concerns as quickly as possible. Where a complaint needs a fuller investigation, we will explain the expected timescale and keep you updated if more time is needed.

If your concern is urgent because someone may be at immediate risk, please tell a member of staff straight away so that action can be taken without waiting for the usual complaints process.

If you are not happy with our response

If you remain unhappy, please tell us. You can ask for the complaint to be reviewed by a more senior person within Davigdor House Supported Living where appropriate.

You may also be able to raise the matter with the organisation that arranged or funds your support, such as your local authority or commissioning team.

If your complaint relates to adult social care arranged by a local authority and you have completed the relevant complaints process, you may be able to contact the Local Government and Social Care Ombudsman.

Care Quality Commission (CQC)

Where Davigdor House provides a regulated activity, you can also share information or concerns about the quality or safety of that regulated care with the Care Quality Commission (CQC). The CQC does not normally resolve individual complaints for you, but it uses information from people who use services to help monitor the quality and safety of care.

Safeguarding concerns

A safeguarding concern is different from an ordinary complaint where there may be abuse, neglect, exploitation or a serious risk of harm. If you tell us about a safeguarding concern, we will follow our safeguarding procedures and may need to share information with the appropriate safeguarding authority or other agencies.

If someone is in immediate danger or there is an emergency, call 999.

Can I complain anonymously?

Yes. We will consider anonymous concerns as far as we reasonably can. However, it may be more difficult to investigate or provide you with an outcome if we cannot contact you for further information.

Will I be treated differently for complaining?

No. You have the right to raise concerns without fear of being treated unfairly. We want people to feel confident speaking up. Complaints are an important way for us to learn and improve.

Need help making a complaint?

If you find it difficult to explain your concern, we can help you to put it into words. You may also ask someone you trust, an advocate or a professional to support you.

Our commitment

We will listen, respond fairly and respectfully, explain what we have done, and use feedback to improve the support we provide.