

Complaints & Whistleblowing Policy

Policy Title: Complaints & Whistleblowing

Organisation: SOLACE LIVING SUPPORT CIC

Version: 1.0

Date: April 2025

Review Date: April 2026

1. Purpose

To ensure that complaints and concerns are dealt with effectively, fairly, and confidentially.

2. Scope

Applies to staff, tenants, families, volunteers, and the general public.

3. Complaints Process

- Stage 1: Informal resolution with staff or line manager
- Stage 2: Formal written complaint reviewed by senior management
- Stage 3: External review (e.g., local authority or ombudsman if unresolved)

4. Whistleblowing

- Reports of malpractice or abuse can be made confidentially.
- Whistleblowers will be protected from retaliation.
- Concerns can be reported to the Director or external authorities if needed.

5. Record Keeping

- Complaints and whistleblowing reports will be logged, reviewed, and used for service improvement.

6. Review

This policy will be reviewed every year or after a significant complaint.