



## Snuggle Staffing

### Complaints Policy & Procedure

**Company Number:** 15835225

**Registered Office:** 6 Aire Street, Bingley, BD16 2BQ

**Telephone:** 0113 873 0900

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**Effective Date:** March 2026

This policy is reviewed annually or earlier if operational or regulatory requirements change.

#### 1. Policy Statement

Snuggle Staffing Ltd is committed to delivering a high-quality, compliant and professional staffing service. We recognise that complaints, feedback and concerns are an important part of maintaining service standards and continuous improvement.

We operate an open, transparent and fair complaints process in line with best practice and regulatory expectations, including the Care Quality Commission (CQC) Fundamental Standards where applicable.

All complaints will be taken seriously, handled confidentially, and investigated impartially.

#### 2. Scope of This Policy

This policy applies to complaints made by:

- Client organisations (including care homes and healthcare providers)
- Temporary workers and contractors
- Candidates and job applicants
- Service users or their representatives
- Members of the public

#### 3. What Constitutes a Complaint?

A complaint is defined as any expression of dissatisfaction regarding our services, conduct of staff, compliance standards, billing, communication, or any other aspect of our operations.

- Concerns about staff conduct or professionalism
- Safeguarding or compliance concerns
- Service delivery failures

- Invoice disputes
- Communication or response issues

#### **4. How to Make a Complaint**

Complaints can be made in writing, by email, or by telephone using the contact details provided above.

Complainants are encouraged to provide as much detail as possible, including dates, individuals involved, and any supporting evidence.

#### **5. Complaints Procedure**

1. Step 1 – Acknowledgement: Complaints will be acknowledged within 2 working days of receipt.
2. Step 2 – Investigation: A responsible manager or director will conduct a fair and impartial investigation.
3. Step 3 – Response: A written response will normally be provided within 10 working days.
4. Step 4 – Escalation: If the complainant is dissatisfied, the matter will be escalated to the Director for review.
5. Step 5 – Final Outcome: A final written decision will be issued following review.

#### **6. Escalation & External Bodies**

Where complaints relate to safeguarding or regulatory compliance, the matter may be escalated to relevant authorities including the Care Quality Commission (CQC), Local Authority Safeguarding Teams, or other appropriate regulatory bodies.

#### **7. Confidentiality & Fairness**

All complaints will be handled confidentially and in accordance with UK data protection legislation. Information will be shared only where necessary to investigate and resolve the issue.

Snuggle Staffing Ltd prohibits victimisation or retaliation against any individual who raises a complaint in good faith.

#### **8. Record Keeping & Monitoring**

All complaints will be logged, recorded and reviewed to identify trends and opportunities for service improvement.

Complaint records will be retained securely in accordance with our Data Retention Policy.

#### **9. Continuous Improvement**

Lessons learned from complaints will be incorporated into operational improvements, staff guidance and compliance procedures.

Where required, corrective action plans will be implemented to prevent recurrence.

**Signed:** 

**Approved by:** Ollie Bellerby

**Position:** Director

**Date:** 03 March 2026