



Carefree Getaway

Structured Travel. Safe Independence.

MARCH 2026

COMPLAINTS POLICY & PROCEDURE

Date Written	March 2026	Date of Next review	March 2027
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1. Purpose

Carefree Getaway Limited is committed to providing a high-quality service. However, we recognise that concerns or complaints may arise from time to time.

This policy sets out a clear and fair process for:

- raising concerns
- making complaints
- ensuring they are handled appropriately
- using feedback to improve services

The organisation is committed to listening, responding and learning from all feedback.

2. Scope

This policy applies to:

- clients using the service
- family members or representatives
- professionals (e.g. social workers, providers)
- any individual interacting with Carefree Getaway

It covers complaints relating to:

- service delivery
 - staff conduct
 - communication
 - safety concerns
 - general dissatisfaction
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3. Principles

Carefree Getaway operates the complaints process based on the following principles:

3.1 Accessibility

Complaints should be easy to raise and understood by all parties.

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3.2 Fairness

All complaints will be treated fairly and without bias.

3.3 Transparency

The process and outcomes will be communicated clearly.

3.4 Timeliness

Complaints will be handled promptly.

3.5 Learning and Improvement

Feedback will be used to improve services.

4. What Is a Complaint?

A complaint is defined as:

An expression of dissatisfaction about any aspect of Carefree Getaway's service, staff or operations.

This may include:

- concerns about a trip
 - dissatisfaction with communication
 - issues relating to staff behaviour
 - concerns about safety or organisation
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5. How to Make a Complaint

Complaints can be made in the following ways:

Email

info@carefreegetaway.co.uk

Phone

[Insert phone number]

In Writing

Via formal written communication

Where possible, complaints should include:

- name of the individual raising the concern
- details of the issue
- date or time of incident

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- desired outcome (if applicable)

Support can be provided if assistance is needed to raise a complaint.

6. Complaints Procedure

Carefree Getaway follows a structured process.

Step 1: Acknowledgement

- Complaints will be acknowledged within 2–3 working days
 - The complainant will be informed that the matter is being reviewed
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Step 2: Investigation

Carefree Getaway will:

- review the details of the complaint
 - gather relevant information
 - speak with staff or individuals involved if required
 - review any documentation (e.g. trip records, incident reports)
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Step 3: Response

A response will be provided that includes:

- a summary of findings
 - any actions taken
 - any recommendations or outcomes
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Step 4: Resolution

Where appropriate, actions may include:

- clarification or explanation
 - apology
 - service improvement
 - internal review or training
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7. Timescales

Carefree Getaway aims to:

- acknowledge complaints within 2–3 working days
- provide a full response within 10–20 working days, depending on complexity

If additional time is required, the complainant will be informed.

8. Escalation

If the complainant is not satisfied with the outcome, they may request a review.

Carefree Getaway will:

- review the complaint again
 - consider any additional information
 - provide a final response
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9. Confidentiality

All complaints will be handled:

- sensitively
- confidentially
- in accordance with data protection principles

Information will only be shared where necessary.

10. Recording Complaints

All complaints will be:

- recorded and documented
 - stored securely
 - reviewed for trends or recurring issues
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11. Learning and Improvement

Carefree Getaway is committed to continuous improvement.

Complaints will be used to:

- identify areas for improvement
- strengthen procedures
- improve service delivery

12. Vexatious or Unreasonable Complaints

Carefree Getaway reserves the right to manage complaints that are:

- repetitive
- unreasonable
- abusive

This will be handled fairly and professionally.

13. Management Responsibilities

Carefree Getaway management will:

- ensure complaints are handled appropriately
- oversee investigations
- ensure fair outcomes
- implement improvements where needed

14. Policy Review

This policy will be reviewed:

- annually
- following significant complaints
- when operational changes occur

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15. Declaration

Carefree Getaway Limited is committed to ensuring that all concerns and complaints are handled professionally, fairly and transparently, supporting a culture of continuous improvement and trust.

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