



Complaints Policy and procedure

October 2025

Table of Contents

Purpose	2
Scope	2
Definition of a Complaint	2
How to Make a Complaint	2
Acknowledgement.....	3
Investigation Process	3
Resolution and Response	3
Appeals.....	3
Confidentiality	4
Learning and Improvement.....	4

Purpose

Les Amis is committed to providing the highest standard of care and support for people with disabilities in Jersey.

We welcome feedback and take all complaints seriously, as they help us improve our services and ensure that the people we support, their families, and our community are treated with dignity and respect.

Scope

This policy applies to all individuals who have contact with Les Amis — including residents, family members, staff, volunteers, and members of the public — who wish to raise a concern or complaint about any aspect of our services or conduct.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether verbal or written about the quality of our services, the behaviour of our staff or volunteers, or our policies and procedures.

How to Make a Complaint

We aim to make it as easy as possible to raise a concern or complaint. You can do so in any of the following ways:

- In person – speak to any member of staff or Registered manager.
- By phone – call us on 01534850600
- By email – send details to Feedback@lesamis.org.je
- In writing – address your letter to:

FAO Natalie Brown,
Head of Governance
Les Amis,
La Grande Route du St Martin,
Five Oaks,
St Saviour,
JE2 7GS

If you need help to make a complaint, we can provide support or connect you with an independent advocate.

Acknowledgement

We will acknowledge all complaints within 5 working days of receipt.

Investigation Process

- A designated manager will review and investigate the complaint promptly and fairly.
- All relevant information will be gathered, and, where appropriate, discussions will take place with those involved.
- We aim to provide a full written response within 28 working days.
- If the issue is complex and more time is required, we will inform you of the reason and provide an updated timescale.

Resolution and Response

Once the investigation is complete, we will explain:

- What we found
- Any actions or changes being made
- Your right to appeal if you are not satisfied with the outcome

Appeals

If you are unhappy with the response, you may request a review by a Senior Management level member of our team or an independent representative within 7 working days of receiving our reply.

If you are not satisfied with the resolution of your complaint, you may appeal the decision within 7 days and have the Complaint escalated where it will be handled by our Managing Direction or Board of Directors or Trustees.

Our decision at this stage is final, subject to your right to seek External Resolution of your Complaint.

If you remain dissatisfied, you may contact the

Jersey Care Commission 1st Floor, Capital House, 8 Church Street, St Helier, JE2 3NN

+ 44 (0)1534 445 801

enquiries@carecommission.je

or another relevant external body for further review.

Confidentiality

All complaints are handled confidentially, in accordance with data protection and safeguarding regulations.

Information will only be shared where necessary to investigate and resolve the complaint.

Learning and Improvement

Les Amis values all feedback as an opportunity to improve.

We regularly review complaints and outcomes to identify patterns, strengthen our practices, and ensure continuous improvement in the support we provide.

Note: All Les Amis Policies are reviewed annually, more frequently, or as necessary.

Version Control			
Version	Author	Date	Changes
0.2	Dora Simoes	16/11/2022	
3	Head of Governance	21/08/2023	Review / Formatting in line with brand guidelines.
4	Head of Governance	22/10/2024	Annual review
5	Head of Governance	06/10/2025	Annual review policy updated and simplified central email address now in place