Hummingbird Community Activities

Incident & Complaints Management Policy

Owner: Joanna Kusnierek
Organisation: Hummingbird Community Activities
Version: 1.0
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1. Policy Statement

Hummingbird Community Activities is committed to providing safe, respectful, and high-quality support for all individuals using its services. We recognise that incidents and concerns may occasionally arise. When they do, they will be taken seriously, responded to promptly, and used as opportunities to improve practice.

This policy sets out how incidents and complaints are recorded, managed, investigated, and learned from.

2. Scope

This policy applies to:

- All staff, volunteers, sessional workers, and contractors
- All service users, carers, and family members
- All activities delivered by Hummingbird Community Activities, including community outings, group sessions, and one-to-one support

3. Definitions

Incident:
Any event that results in, or has the potential to result in:

- Harm or distress to a service user or staff member
- Safeguarding concerns
- Accidents or injuries
- Behaviour that challenges safety
- Property damage or loss
- Near misses

Complaint:
Any expression of dissatisfaction about:

- The service provided
- Staff conduct or behaviour
- Safety, dignity, or quality of care
- Access to services or communication

4. Principles

We will:

- Treat all incidents and complaints seriously and without judgement
- Prioritise the safety, wellbeing, and dignity of individuals
- Ensure accessibility of the complaints process (easy read formats available where needed)
- Act promptly and fairly
- Maintain confidentiality in line with data protection laws
- Learn from every incident and complaint to improve services

5. Safeguarding

Any concern that suggests abuse, neglect, or exploitation must be treated as a safeguarding issue and referred immediately in line with safeguarding procedures and local authority guidance.

Safeguarding always overrides standard complaints handling timescales where there is risk of harm.

6. Reporting Incidents

All incidents must be:

1. Made safe immediately (if required)
2. Reported to the responsible staff member or manager as soon as possible
3. Recorded on an Incident Report Form on the same day, where possible

The record must include:

- Date, time, and location
- People involved
- Description of what happened
- Any injuries or impact
- Immediate actions taken
- Witnesses (if any)

7. Incident Review and Investigation

Depending on severity, incidents will be:

- Reviewed by the manager on duty
- Referred to external agencies if required (e.g., safeguarding teams, emergency services)

Outcomes may include:

- Risk assessment updates
- Staff supervision or training
- Changes to procedures
- Safeguarding referral
- Preventive action plans
- Service improvements
- Policy updates
- No action (with clear explanation)

8. Complaints Procedure

We aim to make it easy to raise concerns. Complaints can be made:

- In person to any staff member
- By phone or email
- In writing
- Through a carer or advocate

Step 1: Informal Resolution

Where appropriate, concerns will be addressed immediately at service level.

Step 2: Formal Complaint

If unresolved, the complaint will be logged and acknowledged within **3 working days**.

A full response will normally be provided within **10–20 working days**, depending on complexity.

Step 3: Escalation

If the complainant is not satisfied, they may request a review by the owner or senior manager.

Final escalation routes may include:

- Local authority complaints process
- Ombudsman services (where applicable)
- Regulatory bodies if relevant

9. Confidentiality

All complaints and incidents will be handled confidentially. Information will only be shared on a need-to-know basis, particularly where safeguarding or legal obligations apply.

10. Record Keeping

All documentation relating to incidents and complaints will be:

- Stored securely (paper or digital systems)
- Retained in line with data protection and retention policies
- Used for monitoring trends and service improvement

11. Learning and Improvement

Hummingbird Community Activities is committed to continuous improvement. We will:

- Review all incidents and complaints regularly
- Identify patterns or recurring issues
- Implement service improvements
- Share learning with staff through meetings and training

12. Roles and Responsibilities

Owner / Responsible Person: Joanna Kusnierek

- Overall accountability for policy implementation
- Final escalation point for complaints
- Ensuring compliance and safeguarding standards

Managers:

- Day-to-day handling of incidents and complaints
- Ensuring investigations are completed
- Staff support and supervision

Staff and Volunteers:

- Immediate reporting of incidents
- Treating all concerns respectfully
- Supporting service users to raise complaints

13. Training

All staff will receive training on:

- Incident reporting procedures
- Safeguarding awareness
- Complaints handling and communication skills
- Supporting individuals with additional needs to express concerns

14. Policy Review

This policy will be reviewed annually, or sooner if:

- Legislation or guidance changes
- Serious incidents occur
- Service improvements identify a need for updates