

Incident & Complaints Management Policy

J&V Activity Buddies

Owner: Vendula Kufuor

Organisation: J&V Activity Buddies

Version: 1.0

Date: June 2026



1. Purpose of this Policy

J&V Activity Buddies is committed to providing safe, respectful, inclusive, and high-quality support for all individuals who access our services.

This policy sets out how we:

- Respond to and manage incidents
- Handle complaints fairly and transparently
- Learn from incidents and complaints to improve services
- Safeguard the wellbeing of service users, staff, and the wider community

2. Scope

This policy applies to:

- All staff, volunteers, and contractors
- Service users and their families or carers
- Any activities delivered by J&V Activity Buddies, including community outings, group activities, and one-to-one support

3. Definitions

Incident

An incident is any unplanned event that results in or could result in:

- Injury or harm to a person
- Safeguarding concerns
- Emotional distress

- Property damage or loss
- Unsafe or inappropriate behaviour
- Near misses (events that could have caused harm)

Complaint

A complaint is any expression of dissatisfaction about:

- The service provided
- Staff conduct or behaviour
- Policies, procedures, or decisions
- Accessibility or quality of care

4. Principles

J&V Activity Buddies will ensure that all incident and complaint handling is:

- Safeguarding-led – safety is always the priority
- Fair and impartial
- Accessible and easy to use
- Confidential, where appropriate
- Timely and responsive
- Focused on learning and improvement

5. Incident Management Procedure

5.1 Immediate Response

In the event of an incident:

- Ensure the safety of all individuals involved
- Provide first aid or emergency services if required
- Contact emergency services (999) if necessary
- Notify the designated safeguarding lead (DSL) immediately if safeguarding concerns arise

5.2 Recording the Incident

All incidents must be recorded within **24 hours** using the Incident Report Form, including:

- Date, time, and location
- People involved
- Description of what happened
- Actions taken immediately
- Witness statements (if applicable)

5.3 Reporting

Depending on severity, incidents may be reported to:

- Owner/manager (Vendula Kufuor)
- Safeguarding authorities (if required)
- Local Authority safeguarding teams
- Care Quality Commission (if applicable in future registration context)
- Insurance provider (if relevant)

5.4 Investigation

All serious incidents will be:

- Reviewed by management
- Investigated fairly and objectively
- Documented with findings and outcomes

5.5 Outcomes and Learning

Following investigation:

- Corrective actions will be implemented
- Staff training needs will be identified
- Risk assessments will be updated
- Lessons learned will be shared with the team

6. Complaints Procedure

6.1 How to Make a Complaint

Complaints can be made:

- Verbally to a staff member
- In writing (email or letter)
- Via a representative (family member or advocate)

Support will be provided to anyone who needs help making a complaint.

6.2 Acknowledgement

- All complaints will be acknowledged within **3 working days**

6.3 Investigation

- A full review will be carried out by the service manager (Vendula Kufuor or appointed senior staff)
- Where appropriate, the complainant may be contacted for clarification
- All evidence will be reviewed fairly and without bias

6.4 Response Time

- A formal response will be provided within **14 working days**
- If more time is required, the complainant will be informed of delays and reasons

6.5 Outcomes

Possible outcomes 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)

6.6 Appeals

If the complainant is dissatisfied:

- They may request a review by an independent senior reviewer or external professional
- The outcome of the appeal will be final

7. Safeguarding Considerations

Any complaint or incident involving safeguarding concerns (e.g. abuse, neglect, exploitation, or unsafe practice) will be:

- Treated as urgent
- Reported immediately to the Local Authority Safeguarding Team
- Managed in line with UK safeguarding legislation and guidance

8. Confidentiality and Data Protection

- All records will be stored securely in line with UK GDPR
- Information will only be shared on a need-to-know basis
- Records will be retained in accordance with legal and regulatory requirements

9. Monitoring and Review

This policy will be:

- Reviewed annually or sooner if legislation changes
- Updated following serious incidents or systemic complaints
- Approved by the service owner, Vendula Kufuor

10. Commitment Statement

J&V Activity Buddies is committed to ensuring that all concerns are taken seriously, handled with respect, and used as opportunities to improve the quality, safety, and inclusivity of our services.