PINEAPPLE PARTNERS

Clinical and Professional Practice Complaints Policy

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1. Purpose

Some complaints are about more than service, they concern the professional practice of a worker we have placed: the quality or safety of their care practice, food handling or technical work, or their conduct in a role of trust. These complaints carry potential consequences for the people our workers serve, for clients, and for the worker's professional standing, so they get their own route with tighter handling.

2. Scope

This policy applies to complaints about the professional practice of any worker supplied by Pineapple Partners, raised by a client, a person they support, a colleague or a member of the public. Ordinary service complaints follow our Complaints and Compliments Policy; anything suggesting a risk to children or adults at risk goes immediately down the safeguarding route, which always takes precedence.

3. How we handle a practice complaint

- Acknowledgement within a maximum of two working days, and immediate assessment for safeguarding content.
- Where the concern is serious, the worker may be moved off assignment while the facts are established, suspension of supply is neutral and protects everyone, including the worker.
- Investigation jointly with the client, who controls the setting: statements, records and, where relevant, observation evidence.
- Wherever possible, investigation and conclusion within 15 working days; where the client's

own processes or an external body must be involved, we follow their timescale and keep the complainant informed.

- The worker sees the substance of the complaint and has a full opportunity to respond before conclusions are reached.

4. Outcomes

Depending on findings, outcomes range from no case to answer, through additional training, supervision or restricted assignments, to removal from our register. Where conduct may breach professional standards or the law, we refer to the appropriate body, a professional regulator, the Disclosure and Barring Service where our legal duty is engaged, or the police, and cooperate fully.

5. Records and review

Practice complaints are recorded separately with restricted access, given their sensitivity for all involved. The Executive Management Team reviews cases and themes annually alongside this policy.