

Safeguarding & Complaints

Policy | Last updated: September 2026

Safeguarding adults and listening to the concerns of the people and families we support are at the heart of everything we do at GN Wellsprings Care Services. This policy explains how we protect the people in our care, how safeguarding concerns are handled, and how you can make a complaint if you are not happy with any aspect of our services.

Part A: Safeguarding Adults

1. Our Commitment

We are committed to the safety, dignity and well-being of every person we support. We will take every safeguarding concern seriously, act promptly, and work in partnership with the people concerned, their families, and the relevant professionals and agencies. Our practices follow the Care Act 2014, the Health and Social Care Act 2008, and CQC Regulation 12 (Safeguarding).

2. What is Safeguarding?

Safeguarding means promoting the well-being of adults (18+), preventing abuse and neglect, enabling people to make informed choices and live as safely as possible, and ensuring people have access to effective, responsive and transparent services.

Our safeguarding practice is built on the five principles of the Care Act 2014:

- Empowerment - supporting people to make their own decisions and give informed consent
- Prevention - taking action before harm occurs
- Proportionality - the least intrusive intervention appropriate to the risk
- Partnership - working with the person, their family and other agencies
- Accountability - clear responsibility and transparent processes

3. Recognising Abuse

Abuse can take many forms, and it is not limited to a single incident - a pattern of behaviour can also amount to abuse. The main types include:

- Physical abuse (hitting, rough handling, inappropriate use of medication or restraint)
- Emotional or psychological abuse (threats, humiliation, intimidation, isolation)
- Financial or material abuse (theft, fraud, misuse of property, coercive contracts)
- Sexual abuse (any non-consensual sexual act or behaviour)
- Neglect and acts of omission (failure to provide food, heat, medical care or supervision)
- Modern slavery and exploitation (forced labour, domestic servitude, trafficking)
- Discriminatory abuse (abuse based on race, gender, disability, religion or orientation)
- Organisational abuse (poor practice, closed culture, rigid routines within a service)
- Self-neglect (a person neglecting their own basic needs, where they have capacity)
- Harm by an associated person (family, friends or acquaintances causing harm)

4. What to Do if You Are Concerned

If you believe an adult is at risk of abuse or neglect - whether the risk comes from our services or from anyone else - please do not wait. You can:

- Speak to us directly: any member of the GN Wellsprings team will listen, and concerns will be passed to the Registered Manager the same day.
- Contact the Local Authority adult safeguarding team (for our Warwickshire clients, Warwickshire County Council).

- Report directly to the Care Quality Commission: 0300 061 6161 or [cqc.org.uk/complain](https://www.cqc.org.uk/complain).
- Call 999 in an emergency, or 101 for urgent but non-life-threatening matters.

You will never be criticised for raising a genuine concern. You can report anonymously if you wish, although we will always find a way to act on the information provided.

5. How We Handle Safeguarding Concerns

- Record: the concern is recorded in writing, including who raised it, what was said, and when.
- Assess: the Registered Manager (or a designated manager) assesses the urgency and risk promptly.
- Refer: where there is a risk of abuse or neglect, we refer to the Local Authority adult safeguarding team in line with statutory duties, and involve the police where a crime may have been committed.
- Support: we keep the person at the centre of the process, involve their family or advocate with their consent, and continue to provide safe, high-quality care.
- Review: the outcome of any referral or investigation is reviewed with the person and their family, and the care plan is updated if needed.
- Learn: all safeguarding cases are logged and reviewed to help us prevent future incidents.

6. Raising Concerns About Us (Whistleblowing)

Staff, carers, clients, families and the public are all welcome to raise concerns about any aspect of our services or conduct. Internally, concerns can be raised with the Registered Manager or the Nominated Individual at any time, without fear of detriment. External routes include the CQC, the Local Authority, and the confidential independent whistleblowing line (0800 358 5500). People who raise genuine concerns in good faith are protected under the Public Interest Disclosure Act 1998.

7. Training and Awareness

All staff and carers receive safeguarding training at induction and on an ongoing basis, including recognising abuse, understanding capacity under the Mental Capacity Act 2005, and how to make referrals. This training is recorded and refresher sessions are scheduled annually.

Part B: Complaints

8. Our Commitment to Complaints

We welcome feedback of all kinds - positive and critical. A complaint is an opportunity for us to learn, improve and provide better care. No one will ever be disadvantaged for raising a complaint in good faith, and we treat every complaint with respect, fairness and confidentiality.

9. Who Can Complain and How

Anyone can complain about our services: service users, relatives, carers, advocates, Local Authorities, or anyone else affected by our care. You can make a complaint in any of the following ways:

- Telephone: 01788 641003
- Mobile / WhatsApp: 07534 562602
- Email: info@gnwellspringscareservices.org.uk
- In writing: GN Wellsprings Care Services Ltd, 10 Regent Place, Rugby, Warwickshire, CV21 2PN
- In person: with any member of our team

10. Our Complaints Procedure

Our procedure works in two stages, and we will explain it to you in writing when your complaint is received.

- Stage 1 - Local resolution: we aim to acknowledge your complaint within 2 working days and to investigate and respond within a reasonable timeframe, normally within 10 working days. Where possible, we will try to resolve the

matter informally at this stage.

- Stage 2 - Formal investigation: if you are not satisfied with our response, or the complaint is serious or complex, we will conduct a formal investigation and write to you with the outcome, our reasoning, and your rights.

For serious or urgent matters - including any safeguarding concern or a risk of immediate harm - we will act immediately, and we may shorten or suspend normal timescales.

11. What Happens Next

- Your complaint is recorded in our complaints log.
- A named member of the management team (who was not involved in the events complained about, where possible) is responsible for the investigation.
- We may request further information from you, and we may speak with staff involved - with your knowledge.
- You will receive a clear written outcome: what happened, why, and what we will do to put things right.
- Where appropriate, we will make amends, update training or policies, and take action to prevent a recurrence.

12. Your Rights to Escalate

If you are not satisfied with how we have handled your complaint, you have the right to escalate to:

- Your Local Authority (if care is commissioned or funded by them), whose own complaints procedure will apply.
- The Care Quality Commission: 0300 061 6161 or [cqc.org.uk/complain](https://www.cqc.org.uk/complain).
- The Local Government and Social Care Ombudsman ([lgso.org.uk](https://www.lgso.org.uk)) - the independent body that reviews complaints about social care services.

13. Learning from Complaints

All complaints are reviewed by the management team. Trends, themes and lessons are analysed regularly and feed directly into our continuous improvement process, staff training and service reviews - so that every complaint makes our service better for the next person.

14. Contact

- GN Wellsprings Care Services Ltd
- 10 Regent Place, Rugby, Warwickshire, CV21 2PN
- Email: info@gnwellspringscareservices.org.uk
- Telephone: 01788 641003
- Mobile / WhatsApp: 07534 562602
- CQC Registration Number: 1-1933640460
- Company Number: 09250284