

CarePair Reporting and Complaints Procedure

Version 1 | Date: 27 March 2026 | Prepared by: Russell Smith / CarePair

Purpose	To explain how CarePair receives, triages, investigates, decides, records, and closes reports and complaints about users, content, conduct, platform misuse, and related service concerns.
Applies to	All users of CarePair, including people seeking care or support, carers, support workers, employers, authorised representatives, and anyone contacting CarePair about a report or complaint.
Key position	CarePair is a matching and introduction service. It is not the employer, agency, care provider, or a party to any care, support, or working arrangement between users.

Status of this document. This procedure should be read alongside the CarePair Terms of Use, Community Rules / Acceptable Use Policy, Moderation and Enforcement Policy, Privacy Notice, Illegal Content Risk Assessment, and Children's Access Assessment.

1. Purpose and scope

CarePair provides a route for users and other relevant persons to report concerns and make complaints about use of the platform, content, messaging, account behaviour, moderation action, safety concerns, privacy misuse, and related service issues.

This procedure explains how CarePair will receive and handle such matters in a way that is proportionate, evidence-led, fair, and consistent with its Terms, policies, legal obligations, and platform risk profile.

This procedure applies to complaints about platform use and platform decisions. It does not make CarePair responsible for resolving every dispute between users about off-platform care, support, employment, payment, or personal arrangements, although CarePair may still review such information where it is relevant to platform safety, misuse, fraud, or legal compliance.

2. What can be reported or complained about

Reports or complaints may relate to, for example:

- suspicious, false, misleading, or impersonating profiles
- harassment, threats, abuse, stalking, discriminatory conduct, or sexually inappropriate communications
- safeguarding concerns, coercive behaviour, exploitation, or conduct creating a risk of harm
- fraud, scams, false job or role descriptions, misleading pay or funding claims, or attempts to obtain money or personal information dishonestly
- misuse of personal data, privacy breaches, or unauthorised sharing of sensitive information
- spam, repeated unwanted contact, scraping, account compromise, or other security concerns
- content or conduct believed to breach the Terms of Use or Community Rules
- complaints about moderation, account restriction, suspension, removal of content, or other enforcement action
- complaints about how CarePair handled a previous report or complaint

3. How to make a report or complaint

A report or complaint may be made through CarePair's reporting or contact routes made available on the platform, or by contacting CarePair using the contact details set out in the Privacy Notice.

A person raising a concern should provide as much relevant detail as reasonably possible, including:

- the account, profile, message, conversation, or issue concerned
- what happened and when
- why the matter is said to be unsafe, unlawful, misleading, or otherwise in breach of CarePair's rules
- any supporting screenshots, message details, dates, or other evidence available to the reporter
- whether there is any urgent safeguarding, security, or immediate harm risk

CarePair may still review a report even where full evidence is not available, particularly where the available information suggests an urgent safety, fraud, or security concern.

4. Urgent and emergency situations

CarePair is not an emergency response service and cannot guarantee real-time intervention.

If a person is in immediate danger, there is a serious medical emergency, or a crime is in progress, they should contact the emergency services or other appropriate authority without delay.

Where a report indicates a credible risk of serious harm, exploitation, unlawful conduct, or immediate safeguarding concern, CarePair may prioritise urgent protective action, preserve relevant records, and make lawful external referrals where reasonably necessary.

5. Intake, triage, and acknowledgement

On receipt of a report or complaint, CarePair may log the matter, identify the relevant account or content, preserve relevant records, and make an initial assessment of seriousness, urgency, and available evidence.

CarePair may classify matters broadly as urgent, high, standard, or low priority. Priority may depend on factors such as risk of harm, vulnerability, possible illegality, security impact, risk of repeated misuse, and whether evidence may be lost if action is delayed.

CarePair will normally aim to acknowledge receipt within a reasonable period, but the speed and level of response may vary depending on urgency, complexity, and available resources.

6. Temporary protective measures

Before completing a full review, CarePair may take temporary steps where reasonably necessary to manage risk, preserve evidence, or protect users, the platform, or third parties.

Such steps may include hiding profile text, restricting visibility, disabling or limiting messaging, placing an account under review, suspending an account, or preserving relevant message and account records.

Temporary measures do not necessarily mean that a final finding has been made.

7. Investigation and review

In reviewing a report or complaint, CarePair may consider relevant profiles, messages, timestamps, moderation history, account activity, technical or security records, earlier reports, and any other information reasonably necessary to assess the issue.

CarePair may compare information from different sources to assess credibility, consistency, seriousness, and risk.

Where appropriate, CarePair may ask a user for clarification or further information. However, it is not required to do so before acting where immediate action is reasonably necessary.

CarePair is not obliged to disclose all evidence or the identity of a reporter, especially where doing so could create further risk, prejudice an investigation, compromise security, infringe another person's rights, or be unlawful.

8. Decisions and possible outcomes

Following review, CarePair may decide that no further action is required, that guidance or a warning is appropriate, or that a moderation or enforcement measure should be applied.

Possible outcomes may include:

- no further action
- guidance or informal intervention
- a request to correct or remove inaccurate or prohibited content
- content removal, editing, or de-listing
- messaging or feature restrictions
- profile visibility restriction
- temporary suspension
- termination of an account
- preservation of records for audit, safeguarding, complaint handling, fraud prevention, legal compliance, or legal claims
- lawful referral or disclosure to law enforcement, a regulator, a hosting or security provider, professional advisers, or another appropriate body where reasonably necessary

CarePair may take a more precautionary approach where the issue involves vulnerable adults, safeguarding, fraud, impersonation, privacy misuse, or serious harassment or threats.

9. Complaints about moderation or service handling

A user who believes CarePair has acted incorrectly or disproportionately may complain about the handling of a report, complaint, moderation decision, or enforcement action.

Such a complaint should identify the relevant account or matter, explain what decision or handling is being challenged, and set out why the person believes it should be reconsidered.

CarePair may uphold, vary, or reverse its earlier position after review.

10. Appeals and review requests

Where the complaint is, in substance, an appeal against moderation or enforcement action, CarePair may handle it under the appeal and review framework described in its Terms of Use, Community Rules, and Moderation and Enforcement Policy.

A review request should be made within a reasonable period and should include any information the user wishes CarePair to take into account.

Submission of a complaint or appeal does not guarantee reinstatement of content, functionality, or account access while the review is ongoing.

11. Malicious, abusive, or repetitive complaints

CarePair will seek to treat complaints seriously and fairly. However, it may limit engagement where a complaint is plainly abusive, threatening, bad-faith, repetitive without new substance, or used to harass another person or disrupt the service.

Even in such cases, CarePair may still retain records and take any action it reasonably considers necessary for safety, compliance, or platform integrity.

12. Confidentiality, privacy, and data protection

Information gathered in connection with a report or complaint will be handled in line with applicable data protection law and the CarePair Privacy Notice.

CarePair may access, use, and retain relevant complaint, moderation, message, account, and technical records to the extent reasonably necessary for investigating concerns, protecting users, enforcing its rules, complying with law, and establishing, exercising, or defending legal claims.

Where a complaint involves health, disability, care needs, support needs, or other sensitive matters, CarePair will treat that information as particularly sensitive and apply appropriate safeguards.

13. Record keeping and retention

CarePair may keep a record of the complaint or report, the evidence reviewed, steps taken, communications sent, and the outcome.

Records may include internal notes, timestamps, moderation history, copies or extracts of relevant content, and related audit or security information where reasonably necessary.

Retention of complaint and reporting records will follow the periods and principles stated in the Privacy Notice, including longer retention where reasonably necessary for safeguarding, disputes, security incidents, fraud prevention, legal claims, or legal compliance.

14. External escalation

Nothing in this procedure prevents a person from contacting the police, emergency services, a safeguarding authority, the Information Commissioner's Office, or another competent regulator or authority where appropriate.

Where a complaint relates to personal information and the person is dissatisfied with CarePair's handling of that issue, they may also have the right to complain to the Information Commissioner's Office.

15. Governance and review

CarePair may revise this procedure from time to time to reflect operational learning, legal developments, service changes, or updated platform risk.

The current version should be retained with CarePair's compliance documents and reviewed alongside related moderation, safety, and privacy materials.

16. Contact

Reports, complaints, and review requests relating to this procedure may be sent to CarePair using the contact details set out in the Privacy Notice.

Appendix A - Indicative handling framework

Matter type	Typical examples	Possible response
Low-level issue	Minor profile inaccuracy, isolated unwanted contact, accidental low-risk breach	Guidance, warning, request to edit or correct
Repeated misuse	Repeated unsolicited contact, repeated inaccurate information, attempts to ignore prior guidance	Formal warning, visibility restriction, messaging restriction, temporary suspension
Serious misconduct	Harassment, threats, serious deception, significant privacy misuse, exploitative or discriminatory abuse	Immediate restriction or suspension, content removal, longer suspension, termination
Urgent harm or security risk	Credible safeguarding concern, exploitation, account compromise, fraud pattern, serious unlawful conduct	Immediate protective action, record preservation, external referral where lawful and necessary

This procedure is intended to support CarePair’s platform governance and complaint handling. It does not create any guarantee of a particular outcome in any individual case.