

## **Policy & Procedure:** **Complaints**

### **Introduction**

Our organisation is committed to providing high-quality services and experiences to all individuals. We value feedback and recognise that complaints can be an opportunity to learn and improve. This policy outlines the process for handling complaints about our services.

Our organisation is fully committed to ensuring that any future care received will not be negatively impacted as a result of a complaint being made.

### **Definition**

A complaint is any expression of dissatisfaction about our services, staff, or procedures. This can include:

- Dissatisfaction with the service provided.
- Concerns about the behaviour of a staff member.
- Issues with communication or responsiveness.
- Disagreements with decisions made.

### **Who can make a complaint**

Anyone who has used our service, or someone acting on their behalf, can make a complaint. This includes:

- Service users
- Family members of service users
- Representatives of service users
- Members of the public

### **How to make a complaint**

Complaints can be made in a number of ways that are convenient to the complainant. An individual can make a complaint in the following ways:

- Verbally - individuals can speak to a member of staff directly, such as the person involved in the issue or their supervisor.
- In Writing - individuals can write a letter or email outlining the complaint and send it to our main company email address.

## **Complaints process and timescales**

We follow a clear and fair complaints process to ensure individuals concerns are addressed promptly and effectively.

### **Stage 1: Response**

- We will aim to respond to all complainants to acknowledge we have received their complaint within 3 working days.

### **Stage 2: Informal Resolution**

- We aim to resolve complaints informally wherever possible.
- Clinicians will try to understand the concerns and address them directly.
- This may involve an apology, explanation, or finding a mutually agreeable solution.
- If an informal resolution is possible, we aim to resolve the matter within 3 weeks.

### **Stage 3: Formal Complaint**

- If an individual is not satisfied with the informal resolution, they can submit a formal complaint.
- We will acknowledge receipt of the formal complaint within 3 working days.
- We will carry out a full investigation into the complaint, gathering information and potentially contacting relevant witnesses.
- Complainant will be kept informed of the progress of the investigation.
- We aim to provide a full response to the formal complaint within 5 weeks of receiving it.

## **Confidentiality and record keeping**

We will treat all complaints and the information provided confidentially, except where disclosure is required by law.

When a patient or client complains about a service, it is necessary to keep a file relating to the complaint and subsequent investigation. This information will be held separately to patient's clinical records.

## **Learning and Improvement**

We value complaints as a learning opportunity. We will analyse all complaints to identify areas for improvement and ensure we are continuously improving the quality of our services.

## **Feedback**

We will always welcome feedback on how we can improve our complaints process.