THE EXPECT GROUP OF COMPANIES

Complaints, Compliments and Suggestions

SCOPE

This policy aims to give any interested parties a clear and concise method for raising any complaints, compliments or suggestions.

RELATED EXPECT DOCUMENTS:

Data Protection Policy

MONITORING AND REVIEW:
To be reviewed annually by the HR Manager to ensure it remains current and meets the needs of Service Users, Staff and Professionals

Prepared by: Dawn Sime
Reviewed by: Sue MacDonald
Approval by Board Required – No **If yes, when approved:**
Current Review date: July 2025
Next Review date: July 2026

POLICY

1.0 Overview.

1.1 This policy relates to the entirety of Expect Group, its staff, services users and other interested parties

2.0 Aim

2.1 All complaints are dealt with quickly and effectively.

2.2 The CEO and Trustees are kept informed about compliments and complaints

2.3 Compliments, suggestions and complaints are actively used to monitor and improve the services provided by the Expect Group.

3.0 Standards of Excellence

3.1 All Service Users and their relatives are given information on how to complain or make compliments and suggestions.

3.2 All complaints, compliments and suggestions are recorded and used to help us identify what is working well, any potential service problems, any risks and to highlight opportunities for staff or service improvement.

3.3 All complaints, compliments and suggestions regardless of the originator are dealt with in the same manner.

3.4 All complaints are recorded and monitored by the HR Manager who forwards this information to the Trustees upon request.

3.5 All compliments and suggestions are recorded and monitored by the HR Officer who forwards this information to the Trustees upon request.

3.6 Where necessary all relevant statutory bodies are kept appraised of issues raised.

4.0 Definition of a Complaint

4.1 Any comment shall be viewed as a complaint when it is detrimental to the individual, service or the organisation.

4.2 A complaint can be made either verbally or in writing. Verbal complaints will be treated no less seriously than written complaints.

4.3 A complaint shall be deemed to have been made where, an adverse comment, implication or criticism is received verbally or in writing.

5.0 Making a compliment or Suggestion

5.1 A compliment may be expressed by a person who is happy with any part of a service they receive. All compliments received are acknowledged and shared with the staff/department named and recorded by the Business Support Officer.

5.2 Any staff member named in a compliment will be automatically put forward for the employee of the month award for the current month.

5.3 Suggestions and compliments will be brought to the attention of the CEO and discussed at Senior Manager Team meetings.

6.0 Making a complaint

6.1 Verbal complaints received should be recorded by the person receiving the complaint. They should detail the complaint in the complainant's own words. The record should include as much detail as possible about the complaint

including, dates of any incidents, where the incident took place and the names of people involved.

6.2 Service users should be supported to make a complaint either verbally or in writing. Where appropriate, they should be assisted to access advocacy services.

7.0 Receiving a complaint

7.1 Any staff member receiving a complaint, be that verbal or written, should forward the details of the complaint to their line manager/head of care.

7.2 Line managers/heads of care should forward details of the complaint to the HR manager for logging and where appropriate should discuss the matter with the relevant departmental director.

8.0 Dealing with Complaints

8.1 Complaints should be dealt with as soon as possible at the lowest possible level to attempt to avoid escalation.

8.2 Minor complaints should be dealt with at a departmental / service level. Once resolved the service/department manager should advise the HR manager of the outcome for recording. Responses should be provided to the complainant within 5 working days of them being received.

8.3 For more serious / complex complaints the HR manager will contact the complainant within 5 working days to acknowledge receipt of their complaint and to advise of the next steps.

8.4 A full investigation into the complaint will take place. This will usually sit with the HR manager but may on occasion be carried out by another appropriate manager.

8.5 The investigating officer will contact the complainant to gain any further information necessary and to determine what outcome they would like to resolve the matter.

8.6 Once the investigation is complete feedback will be given to the complainant both verbally and in writing. The feedback will be provided within 5 working days of the completion of the investigation.

8.7 The investigating officer will advise the complainant of the right to appeal if they are not satisfied with the outcome.

9.0 Appeals

9.1 Appeals should be lodged within 7 days of receiving the complaint outcome.

9.2 Appeals will be dealt with by the Departmental Director or CEO.

9.3 The reviewing manager will contact the complainant within 5 working days to advise that they are now reviewing the complaint and advise them of the next steps.

9.4 The reviewing manager will review the initial complaint, the investigation and the investigation recommendations. This review should take no longer than 14 days to complete.

9.5 Once the review is complete the reviewing manager will advise the complainant of the outcome both verbally and in writing. The outcome will be given within 5 working days of the completion of the review.

9.6 The reviewing manager's decision is final and there is no further right to appeal.