

## Complaints and Compliments Guide

### 1. Policy Statement

Support Choices is committed to delivering a high quality service. In order to do so, we recognise the role that feedback helps to improve and develop services. Complaints and compliments can provide services with information to ensure the quality of support is kept at a high standard.

Support Choices welcomes all complaints and compliments from anyone who uses or comes in contact with the service we provide. The policy highlights the procedure for making and receiving any complaint or compliment ensuring that any feedback is recorded, managed and addressed in a professional and sensitive way, within agreed timescales. The full complaints and compliments policy is available on request.

### 2. Complaints

Support Choices takes complaints seriously and we are committed to handling them in a professional manner, ensuring they are:

- Dealt with in a timely manner
- Investigated thoroughly and consistently in an objective and impartial manner
- Resolved appropriately making every effort to ensure the resolution is appropriate and where possible to the complainant's satisfaction
- Used to help improvement in the organisation.

Anyone can make a complaint to Support Choices including anyone using our service, their family/carer or representative. Complainants can ask someone to advise them on how to make a complaint or to act as an advocate on their behalf.

Complaints can be made to any member of staff and can be made in any format. This could include in face to face conversation, over the phone, via letter, email or by using the form at the end of this guide.

All complaints are treated as confidential and only made aware to those who need to know. Where a complainant makes an anonymous complaint the policy will still be followed.

### **a) Informal Complaints Procedure**

Frontline complaint resolutions should be attempted where the issues raised are straightforward, requiring little or no investigation.

On occasions where the complainant does not wish to engage in frontline resolution and wishes their complaint to be treated as a formal complaint, fully investigated and with a formal response, the complaint should be passed to the Team Manager to be handled as a formal complaint.

### **b) Formal Complaints**

The formal stage of the complaints process will be implemented if:

- an informal complaint cannot be resolved quickly within five working days;
- if the complainant is still dissatisfied after this initial informal stage;
- if he/she wishes it to be logged formally from the outset;
- if it involves allegations of a more serious nature. (examples of issues which may be classed as more serious would include: Staff behaviour/conduct has been inappropriate or unprofessional; Failure to follow policy and procedures or to adhere to legislation).

### Outcome of Formal Complaints Investigations

At the end of the investigation, the report is finalised and a letter will be sent to the complainant. Where possible, a meeting will be offered with the person who made the complaint to talk through and explain the outcomes of the investigation.

Following the outcome of the investigation into a formal complaint, the Team Manager will report to the Board of Trustees.

If the person making the complaint is unhappy with the outcome of the formal investigation, they have the right to a further review. The complainant will have 20 working days to lodge a formal request for review in writing to the Team Manager. The Team Manager will then pass this onto the Board of Trustees for consideration.

### Support Choices

### Complaint Form

<b>Date submitted</b>	
<b>Name of Complainant</b>	
<b>Complainants contact details</b>	
<b>Name of person receiving complaint</b>	
<b>Date(s) / time of the reason for complaint occurring</b>	

<b>Date passed onto Team Manager</b>	
<b>Nature of Complaint</b> What the complaint is about. Names of individuals involved.	
<b>Desired Outcome</b>	