



Service Six

Changing Lives • Creating Futures

Service Six

COMMENTS COMPLIMENTS AND COMPLAINTS POLICY

February 2023

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Last Review Date: October 2021
February 2023

Review Due By: April 2024

Lead Role/Manager: Chief Executive

Others involved in implementing: Managers and Personnel, HR Committee

Purpose

The purpose of this policy is to outline the importance of comments, compliments and complaints to the successful and improving performance of Service Six. Service Six is a learning organisation and uses all feedback to improve experience for our clients, stakeholders and employees. This policy covers unsolicited feedback, and does not cover surveys, audits and assessment used as part of the client journey.

Service six welcomes all feedback as a way of ensuring client and other stakeholder satisfaction with Service Six and with the operation of the organisation. Our services and delivery are always open to continuous improvement and we actively seek ways of achieving this.

Obtaining feedback

Service Six engages in range of structured feedback mechanisms. However, clients and other stakeholders also contribute feedback on an ad-hoc basis.

Who can submit comments compliments and complaints

Any person or organisation with whom/which Service Six comes into contact can provide feedback. Feedback may come from clients (either individuals or organisations), carers, families, members of the public, stakeholder organisations.

Comments and compliments

Comments and compliments can arise from emails, letters, thank you cards, sent to either individual practitioners or to the organisation. Such feedback may also be given verbally. Where this happens, Service Six may request that the feedback is put in writing to assist in evidencing performance.

Comments and compliments are used in Service Six as an opportunity for recognition of good and effective performance and it is often shared with other staff members. Service Six also recognises that the compliments received are only a small proportion of the positive comments that are made to staff day in day out.

Complaints

Service Six takes complaints very seriously and welcomes them as a means of identifying flaws in service delivery and as opportunities to improve the client experience.

Complaints may be raised either informally or formally. It is hoped that most complaints are informal in the first instance to facilitate quick resolution and reduce the risk of detriment to the client. If an

informal complaint is raised, Service Six will aim to resolve it within 72 hours. A more complex issue may take longer but the person charged with resolving/answering the issue will stay in regular contact with the complainant until the matter is closed.

Should someone remain dissatisfied with an informal approach they may complete the form Comments, Compliments and Complaints; or alternatively write an email or letter. Service Six will give a response within 14 days. If the issue is complex and requires further time to resolve, the complainant will be kept notified throughout.

When Service Six has investigated the complaint the outcome will be communicated in writing to the complainant. Should there remain issues which the complainant is unhappy with, and that cannot be resolved through further correspondence, a face-to-face meeting with either the practitioner and /or a manager is arranged.

All complaints may not be resolved to the complainant's satisfaction if the substance of the complaint is unfounded. However, Service Six is committed to investigating thoroughly, to learn any lessons, and to communicate the outcomes honestly, clearly and with the rationale for the conclusions.

After a complaint is investigated if the complainant is not satisfied with the outcome this can be escalated to an independent complaints reviewer, sort by Service Six . This will need to be requested in writing via an email to the CEO emma.campion@servicesix.co.uk. Once this has been received Service Six will instruct an independent reviewing officer to review the original complaint and all actions taken to resolve the complaint.

Maintaining registers

A register is maintained of comments and compliments. This provides further evidence to stakeholders and commissioners that Service Six is delivering positively. There is a separate detailed register of complaints which demonstrates that problems are dealt with in an open and ethical manner. Service Six will also use its register to identify any patterns of concerns such as a series of complaints about a particular service or team.

Bringing Comments, Compliments, and Complaints to the Board

The bi-monthly HR sub-committee receives a summary of unsolicited positive feedback. The HR Chair writes to staff concerned to acknowledge this feedback and thank them for their work.

The Governance sub committee reviews the complaint register at least twice a year so that the Board may be satisfied that complaints are dealt with openly and honestly. The Governance subcommittee can ask for an in-depth audit of any area of concern.

The registers of comments, compliments and complaints are filed in the Trustees Folder and accessible at any time to any Board members.

Service Six Complaints Handling Process January 2023

Complaint arrives

If complaint has been received verbally, we will encourage individual to put their complaint in writing and submit to Emma Campion, Chief Executive:
E: Emma.campion@servicesix.co.uk
A: Service Six, FAO Emma Campion, 15 Sassoon Mews, Wellingborough, Northamptonshire, NN8 3LT

Acknowledgment receipt of complaint, including next steps, response timeframe/SLA and allocate new unique reference No. on complaints log

Reputational, Financial or Clinical Risk?

YES
(Nature of complaint is conduct of staff)

Formal Investigation

Chairperson to be made aware immediately via email & decision made who will deal with complaint

NO
(Nature of complaint is Dissatisfaction)

Informal Resolution

Send to appropriate line manager within 2 working days

Deal with the Complaint

Within response timeframe document all actions
Include people as required for hearing

Record Complaint, Resolution & if Upheld/Not Upheld

Provide regular feedback to Complainant within SLA re progress of dealing with their complaint, concluding with if Upheld or Not Upheld; announce actions/sanctions

Lessons learnt & communicate to all as necessary; formulate future compliance plan if required

After announcement made if the complainant is not satisfied with the outcome this can be escalated to an independent complaints reviewer, sort by Service Six .

Check Actions are completed

(Governance Committee and named complaints handler)

