

## Compliments and Complaints Policy and Procedure

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### 1. Policy Statements

- 1.1. We strive for high standards in service delivery and welcome feedback from individuals, intermediaries, charities, and anyone who works with us, on all aspects of our services. Such feedback is invaluable in helping us evaluate and improve our work.
- 1.2. The objectives of the Compliments and Complaints Policy are to:
  - Ensure everyone knows how to provide feedback and how a complaint will be handled
  - Ensure that complaints are dealt with consistently, fairly, and sensitively within clear and acceptable timeframes
  - Provide individuals with a fair and effective way to comment about our work
  - Ensure that compliments and complaints are monitored and used to improve our services.
- 1.3. We will ensure that we:
  - Listen carefully to complaints and treat complaints as confidential, where possible
  - Record, store and manage all complaints accurately and in accordance with the Data Protection Act 2018
  - Investigate the complaint fully, objectively and within the stated timeframe
  - Notify the complainant of the results of the investigation and any right of appeal

- Inform the complainant of any action that will be implemented as a result of the complaint, where appropriate
- Report, on a quarterly basis, the number of compliments and complaints received; the outcomes of investigations and any actions taken.

## **2. Definition of a Complaint**

- 2.1. A complaint is any expression of dissatisfaction by an individual, whether justified or not.
- 2.2. An individual may make a complaint if they feel we have:
  - Failed to provide a service or an acceptable standard of service
  - Delayed in providing a service
  - Made a mistake in the way we have provided a service
  - Failed to act in a proper way
  - Provided an unfair service.
- 2.3. This policy and procedure relates only to complaints received about Turn2us and Elizabeth Finn Care and its services. Individuals who make complaints about partner organisations will be notified in writing within five working days of receipt of the complaint that they need to complain to the organisation they have the complaint with, and will be provided with contact details, where possible.

## **3. Compliments Procedure**

- 3.1. Any verbal or written compliments will be recorded by the member of staff receiving the compliment and be passed to the appropriate manager for recording on the Compliments Register. Any member of staff identified as being the subject or contributing to any matter giving rise to the compliment will be notified within five working days. Feedback on compliments will be shared with employees at appropriate timings.

## **4. Complaints Procedure**

There are three stages to the complaints procedure:

- Stage One – Complaint
- Stage Two – Appeal
- Stage Three – Independent Review

## **Stage One - Complaint**

- 4.1. We aim to settle issues quickly and satisfactorily by the member of staff or the relevant manager who provides the service. It may be resolved quickly by way of an apology, by providing the service required or by providing an acceptable explanation to the individual.
- 4.2. Individuals wishing to make a formal complaint can contact the person who provided the service, or their manager. Alternatively, they can contact Turn2us using the following methods:
  - Emailing: [complaints@turn2us.org.uk](mailto:complaints@turn2us.org.uk)
  - Calling: 020 8834 9200
  - Writing to: Turn2us, Hythe House, 200 Shepherds Bush Road, London W6 7NL
- 4.3. On receipt, each complaint will be allocated a unique reference number and logged on the Complaints Register. Details of the complaint will be emailed immediately to the Complaints Investigator.
- 4.4. Complaints will be acknowledged within five working days of receipt. The complaints will be fully investigated and a written response, either hard copy or email, provided to the complainant by the investigator within 20 working days of receipt. In exceptional circumstances where this deadline is not able to be met, the complainant will be advised of the reasons for this and notified of a revised date for response.
- 4.5. The Complaints Register will be updated by the Complaints Investigator and any pending complaints flagged so they are followed up by the relevant manager.
- 4.6. Individuals will be advised that if they are not satisfied with the response to their complaint, they may appeal within 14 working days and progress to Stage Two.

## **Stage Two - Appeal**

- 4.7. The Departmental Director will appoint a manager to investigate the matter independently. This person may need to contact the complainant to clarify the issues, conduct the investigation, and explore resolution. The complainant will receive written confirmation of the outcome of any investigation within 20 working days of receipt of the appeal together with any recommendations/remedies made, such as, staff development and training, reviewing of policies, or appropriate improvement to our services. The outcome should not refer to any individual employees or groups of employees.

- 4.8. Occasionally, investigations may take longer, particularly if the complaint is complex. Should this be the case, a holding letter will be sent within 20 working days of receipt of the appeal, and a final date given for a conclusion to be reached.
- 4.9. If an individual remains dissatisfied with the outcome from Stage Two, they can request an Independent Review within 14 working days of the date of the appeal outcome letter and progress to Stage Three.

### **Stage Three - Independent Review**

- 4.10. The Departmental Director will review the Stage Two investigation and recommend one of the following actions, within 20 working days:
  - Uphold the action taken at Stage Two
  - Implement changes to the Stage Two recommendations/actions.

## **5. Anonymous Compliments and Complaints**

- 5.1. Compliments and complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

## **6. Data Protection**

- 6.1. To process a complaint, we will hold personal data about the complainant, which the individual provides and which other people give in response to investigating the complaint. We will hold this data securely in accordance with the Data Protection Act 2018 and only use it to help address the complaint. The identity of the person making the complaint will only be made known to those who need to consider the complaint and will not be revealed to other people or made public. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applies or allegations are made which involve the conduct of third parties.
- 6.2. Under the Data Protection Act 2018, individuals have a right to obtain a copy of their personal data that the charity currently holds.

## **7. Monitoring**

- 7.1. Compliments and complaints are an important tool which, alongside data provided by exit surveys, user feedback and focus groups, will allow us to learn more about the services we provide. They offer a useful source of information about how individuals

