

FamilyMatters

exploring better ways of getting on together

Compliments and Complaints Policy

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Ratified by Trustees:

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Review Due	Reviewed By	Date Reviewed	Date Ratified By Trustees
February 2017	Nicola Griffiths/ Fiona Miller	February 2017	
February 2020			

The aim of this policy is to ensure that Family Matters is committed to providing the best possible service to families in Plymouth.

1. Compliments

Family Matters values all feedback regarding its staff and services, whether positive or negative. All compliments will be acknowledged and will be passed to staff involved and the Clinical Manager. A copy of the compliment will be kept on the employee's personnel file.

2. Complaints

In order to be constantly developing and improving our services, it is important that we receive feedback from those who use our service, including comments, suggestions and complaints. The complaints procedure is intended to provide a fair structure for making and dealing with complaints.

2. Principles

- 3.1 People making complaints have the right to be treated equally and not suffer discrimination (Equality Act 2010).
- 3.2 People making a complaint are entitled to seek external assistance to advocate on their behalf.
- 3.3 Complaints are to be treated with an open mind and will be investigated without prejudice.
- 3.4 People making complaints have the right to confidentiality. If requested, names will not be disclosed in investigating complaints.
- 3.5 Any anonymous complaints will be noted but cannot be investigated.
- 3.6 Abusive and offensive comments are not defined as complaints and will not be accepted as complaints.

4, Process

- 4.1 Once we have received your complaint we will do our best to respond to it quickly and thoroughly and where appropriate to make changes in our practice. Complaints are treated seriously and dealt with in good time.
- 4.2 If you are unhappy with any aspect of the service you have received from Family Matters or with an individual in the organisation, sometimes it is best to speak to the person directly. If you feel this is difficult or inappropriate then speak to the CEO. If you do not feel you can approach one of the management team or your complaint is regarding one of them, you can make your complaint to the Chair of the Board of Trustees or another Trustee.
- 4.3 If you are not satisfied with our response or wish to raise the matter more formally, please do so in writing to the CEO.

- 4.4 The written submission should provide information about the nature of the complaint and also the positive outcome you would wish to be achieved by bringing the complaint. This does not create an obligation on Family Matters to resolve the outcome in this way.
- 4.5 Your complaint will be acknowledged in writing within ten working days.
- 4.6 The complaint will normally be dealt with by the CEO, who will consult with the Chair of the Board of Trustees and investigate the circumstances leading to the complaint.
- 4.7 If your complaint is regarding the Chair of the Board of Trustees, this may be dealt with by another member of the Board of Trustees.
- 4.8 The CEO will write to you to inform you of the result of investigation within 28 working days.
- 4.9 If you are dissatisfied with the outcome, you will have the right to put your case directly to the Board in writing in the first instance.
- 4.10 If a complaint is made against a member of Family Matters staff or Trustees, they will have the right to present their case to the Chief Executive or to the Chair of the Board.
- 4.11 If a complaint results in disciplinary action being taken against a member of Family Matters staff, this will follow the disciplinary procedure.

5. Record keeping

- 5.1 Family Matters will keep a Complaints/Compliments file where all records of complaints and compliments will be filed and kept for two years.
- 5.2 The CEO will be responsible for ensuring the Complaints/Compliments file is kept up to date.