
Complaints & Feedback Policy



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Complaints & Feedback Policy

1. Introduction

- 1.1. B3 is committed to being recognised by service users and their families as an excellent service provider and by policy makers and commissioners as both an innovative provider of high quality services and a partner of choice. It seeks to achieve this by ensuring that excellence, good clinical governance and continual improvement together lie at the heart of how we deliver services. Both complaints and feedback are an integral part of this process ensuring a culture of quality improvement and risk reduction.
- 1.2. This document establishes a clear procedure for managing complaints and feedback appropriately within B3 and requires good communication recognising any difficulties which may arise through language, culture or disability.
- 1.3. This policy applies to all complaints which shall be dealt with pro-actively, sensitively, expediently and appropriately and will also include the management of feedback. Where possible proactive management will ensure local solutions are achieved in a timely and appropriate manner. In all cases the management will seek to try and resolve complaints within 20 days.
- 1.4. In order to ensure that this policy is relevant and up to date, comments and suggestions for additions or amendments to this policy are sought from users of this document. Areas of practicality, user-friendliness, points of technicality, etc., will all be considered. If however, points of technicality are made, these must be backed up with written evidence and source of information.

2. Definitions

- 2.1. A complaint is defined as a grievance initiated to express dissatisfaction with the standard of service received from B3 facilities. For example (this list is not exhaustive)
 - 2.1.1. An allegation that action or lack of action by the service has affected an individual or a group.
 - 2.1.2. An allegation that the service has failed to observe proper procedures.
 - 2.1.3. An allegation that there has been an unacceptable delay in dealing with a matter.
 - 2.1.4. An allegation about how an individual has been treated by a member of staff.
- 2.2. Minor expressions of dissatisfaction not related to the standard of service received e.g. a dislike of the refreshments provided; etc should be logged as negative feedback rather than as an informal complaint.
- 2.3. A service user, visitor, member of the public, insurer, clinician, the Care Quality Commission, Healthwatch England, NHS authority, partner agency or other

interested parties such as an independent advocacy agency acting with the authority of the complainant may raise the complaint.

- 2.4. Complaints may relate to the quality of care, professional competencies or administrative and support services provided by B3.
- 2.5. Complaints may be directed to any member of staff and all members of staff should aim to resolve and then record informal complaints. All complaints must be reported to the Service Manager immediately.
- 2.6. Both informal and formal complaints may be communicated verbally and/or in writing to any member of staff. Formal complaints must be responded to in writing.
- 2.7. A complaint by a service user's representative shall be addressed by first ensuring that the person is a legitimate representative and is making the complaint with the service user's knowledge and consent. If the person is not able to consent, then the person's lawful representative shall be informed and asked to approve the proposed further action. The explicit consent must be obtained from a person able to give consent, prior to any disclosure of personal information.
- 2.8. Feedback is defined as more minor points that can be positive or negative but still have a bearing on the quality of service delivery. It is recognised that services will receive a great deal of very informal feedback and not all will necessarily need to be recorded. For the purposes of this policy feedback will mean issues that are raised that could support the service make improvements to service delivery or highlight good practice that can be shared amongst the team or organisation this includes compliments as well as negative feedback. Less formal individual feedback that has a lessor bearing on the overall service delivery or organisational learning is out with the scope of this but nonetheless may be recorded. In many ways the person raising any point will determine if they wish the issue to be raised as a point of feedback or a complaint.

3. Key Principles

- 3.1. Complaints must be handled promptly within the timescales directed by this policy and investigated impartially. Opportunities to improve the quality of the service provided must be identified and action taken in a timely fashion.
- 3.2. All staff must be familiar with B3's complaint policy and display information about making a complaint in their reception area. In addition, Service Users must be made aware of the complaints and compliments process upon entry to the service. This should also be followed up with further discussion about making a complaint at intermediate times throughout their treatment journey.
- 3.3. Consent: where the investigating manager needs to contact external bodies or individuals during the course of a complaint, written consent must be gained from the service user prior to this taking place.
- 3.4. Complaints are the responsibility of management, supported by the service staff and where possible quick resolution should be found. All complaints must be

recorded and action taken according to the established process detailed in this policy.

- 3.5. This policy does not prejudice the right of a complainant to take legal action.
- 3.6. Where care and treatment are provided to vulnerable adults and young people, staff should be aware of the difficulties a vulnerable adult or young person may face when expressing concerns or complaints and either provide assistance to the person to help them to overcome these fears or where needed facilitate gaining external support. Where individuals are felt to lack capacity to effectively represent themselves fully, i.e., such as when individuals are deemed to lack capacity under the Mental Capacity Act 2005 it is imperative that appropriate advocacy support from an appropriate family member, carer, other relevant professional or specialist advocacy agency is gained.
- 3.7. Complainants have the right to external advocacy and the right to complain to overarching bodies such as the National Ombudsman, Charity Commission and Care Quality Commission (England).
- 3.8. B3 Board of Trustees have the responsibility to ensure arrangements are made for any formal investigations for complaints and champion this policy.
- 3.9. Board of Trustees has the responsibility to provide the organisations management and governance structures with timely and appropriate reports and information about complaints to aid organisational safety and learning.

4. Additional Guidance

- 4.1. Any member of staff receiving a complaint, be it formal or informal, must ensure that it is taken immediately to the Service Manager (unless the complaint is about the Service Manager where it should be sent to the Board of Trustees). The Service Manager who receives any complaints must ensure the Board of Trustees are aware of its existence and is happy with the manner in which it is, or is going to be, dealt with.
- 4.2. All formal/informal complaints and any subsequent outcomes must also be recorded at service level on a complaints form (Appendix A), and copied to the Board of Trustees where these will be collated for national learning and monitoring by the governance systems and groups. The complaints form has two sections one to register the complaint that is currently unresolved and a second section that outlines the actions, resolution and learning. It is recognised that in many complaints especially if they are formal that workers may not have the full information however section one should be submitted in any event and section two updated and submitted once complete.
- 4.3. The Service Manager will appoint a suitable person to investigate all formal complaints and ensure a letter is written to the complainant with 7 working days of the complaint acknowledging the matter and giving details if the investigation, this investigation will start no later than 10 working days after the complaint. The investigation will be fully recorded in writing and a written response given to the complainant within 28 working days of the original complaint. Once

complete the B3 Service Manager must update section two of the complaints form detailing the outcome and learning.

- 4.4. Any serious complaint that could result in serious operational or clinical safety issues or those that represent a reputational risk to the organisation must be discussed immediately with the Board of Trustees and an incident form submitted in line with the B3 incident reporting process.
- 4.5. The Board of Trustees should be informed immediately of all complaints from solicitors, MP's and Officers of the Crown, complaints that may result in litigation, accidents (Health and Safety) or have financial implications. This is to enable the loss adjusters to be informed.
- 4.6. Complaints must be dealt with sensitively. Expressing regret that the complainant feels aggrieved may help reassure them that the issue will be dealt with sympathetically. No statement accepting responsibility or admitting liability should be made by any member of staff until an investigation, which may involve the Insurer, has been completed and a conclusion reached. All complainants will be offered an independent member of staff to support them making a complaint in addition to information about external advocacy services locally.
- 4.7. Complaints generated from services will be monitored on a minimum quarterly basis via the Board of Trustees

5. Independent Adjudication Of Formal Complaints

- 5.1. All services must establish a link to an independent advocacy agency to ensure service users are able to easily access independent support when making a complaint. People can contact NHS Complaints Advocacy Helpline on 0300 330 5454 or email nhscomplaints@voiceability.org.

6. Charity Commission And Other Bodies

- 6.1. If a Service User is still unhappy with the outcome of the complaints process after the complaint handling options have been exhausted, they can contact for England the Local Authority Ombudsman on 0300 061 0614 or the Charity Commission. Concerns about services in England can also be directed to Health Watch England on 03000 68 3000 the Care Quality Commission on 03000 616161. Local commissioners will also deal with unresolved service complaints. B3 workers will always support and direct individuals with an unresolved complaint to the most appropriate agency.
- 6.2. You will keep the confidence of all the B3 members and BSAFE volunteers as some may be service users and/or volunteers at other services. If you also work for another service provider you will adhere to their confidentiality policy with regard to both our service users and volunteers and vice versa.

7. Complaint Form (Appendix A)

Service User Making Complaint:	
First name:	Last name:
Address:	Postcode:
Phone number:	Email:
Nature of Complaint:	
Name of the service and/or department:	
Staff Involved (Name/Title):	
Describe the problems or reason for the complaint:	
Who have you spoken to about this complaint?	
Signed by Service User:	Date:
Do not hesitate to contact us if you need help filling out this form. Hand the completed form to the B3 office at 97 Cobbold Road NW10 9SU. T: 020 8459 9510 E: info@b-3.org.uk	

8. Complaint Recording And Reporting Form (Appendix B)

1. This section MUST be filled out all complaints at the time of reporting	
Date of complaint:	Type of complaint: (formal or informal)
First Name (worker)	Last Name (worker)
Nature of Complaint (include staff members involved if about staff):	
Who has been informed about the complaint (list all relevant internal and external people)?	
Next actions to be taken if not resolved immediately:	
2. This Section MUST be filled out as soon as a resolution has been reached	
Date resolved:	
Outcome: <input type="checkbox"/> Upheld <input type="checkbox"/> Partially upheld <input type="checkbox"/> Not upheld	
Name of person completing this section of the form	
Overview of actions taken: (include by who and state if full investigation carries out):	

9. Feedback Tracking Log (Appendix B)

In accordance with the Complaints and Feedback Policy, services are required to maintain a log of all informal and formal negative/positive feedback that could help aid the service or organisational learning this includes compliments and things we are doing well. All complaints should be logged separately within three working days using the complaints form located in the complaints policy and forwarded to radha@b-3.org.uk and not on this form. Feedback should be recorded on this form which must be retained within services and a copy sent to B3 Board of Trustees at the end of each month.

Date:	Compliments/Feedback	Service Response	Resolution Date	Resolution/ Service Improvement /Learning	Any Further Recommendations

10. BSAFE Complaints Form (Appendix C)



We are committed to providing a high-quality service to service users. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Our complaints procedure is intended to help us improve our service without victimising anyone who makes a complaint.

The Complaints Process

- (1) Speak to the team leader and/or staff member on duty, if not resolved then;
- (2) Write to the Service Manager, if not resolved then;
- (3) Write to the B3 Board of Trustees for a final decision.

Complaints to Radha Allen, B3 Service Manager should be made in writing. She will aim to reply within two weeks of receiving the complaint.

Complaints to the Board of Trustees will be actioned at the Board's monthly meeting.

If appropriate complaints may be discussed at our B3 weekly meetings. Where possible a person's anonymity will be protected.

BSAFE volunteers are available to assist and support you with writing the grievance, if you wish.

If you still feel we have not resolved your complaint the CAB will help you contact an independent ombudsman.

Thank you