



PARTNERS FOR INCLUSION GROUP

COMPLAINTS POLICY and PROCEDURE

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1. BACKGROUND

The Partners for Inclusion Group provides Policy and Procedures to promote safe and consistent practice across the Organisation. The framework laid down within our Policy and Procedures lets everyone know how we work and reflects our values and mission statement. Our Policies and Procedures are written to help us, staff of the Partners for Inclusion Group, to follow good practice and make safe decisions.

None of these documents stand alone, all fit within the larger framework of how we work.

2. PURPOSE

We are committed to providing a high quality service to everyone we deal with. In order to do this we welcome any feedback about our service, and to tell us when we get things wrong. We want to help resolve complaints as quickly as possible.

3. COMPLAINTS

We define a complaint as an expression of dissatisfaction about the standard of service provided by the Partners for Inclusion Group. We view complaints positively; feedback from you helps us to improve our services.

Complaining will not result in Partners For Inclusion Group discriminating against you.

3.1 HANDLING OF COMPLAINTS

You can expect to be treated with courtesy, respect and fairness at all times. We expect that you will also treat our staff dealing with your complaint with the same courtesy, respect and fairness.

We will not treat you less favourably than anyone else because of your:

- i) sex or legal marital or same-sex partnership status: this includes family status, responsibility for dependants, and gender (including gender reassignment, whether proposed, commenced or completed)
- ii) sexual orientation iii) colour or race: this includes ethnic or national origin or nationality iv) disability
- v) religious or political beliefs, or trade union affiliation vi) any other unjustifiable factors, for example language difficulties, age, pregnancy and maternity.

3.2 HOW TO COMPLAIN TO US

We can receive complaints by phone, letter or email. It is important that you know that your complaint will be taken seriously and handled thoroughly. It is also important to know that any complaint will be handled on an individual basis.

3.3 CONFIDENTIALITY

All complaints received will be dealt with confidentially and in accordance with the requirements of the EU General Data Protection Regulation (GDPR) and the Data Protection Act 2018, subject to the need to disclose information as required by statutory authorities, and/or as a result of statutory or legal obligations.

3.4 THIRD PARTY REPORTING

Complainants may wish to have a third party act on their behalf. A third party is any person or organisation acting on behalf of or making enquiries for the complainant. For example, third parties may include:

- family members or friends
- advocacy
- professionals such as social workers, community psychiatric nurses, doctors or solicitors

Where a third party is helping a complainant with a particular complaint, we need written consent to that effect. Where we have this authority, we will endeavour to take all possible steps to keep the third party informed of progress on the complaint.

4. HOW WE WILL RESPOND TO YOUR COMPLAINT

We have a two-stage service complaints handling procedure. At each stage it will help us to resolve your complaint quickly if you can give us as much clarity and detail as possible, including providing any documents and correspondence and stating that you are making a complaint. If we do not have all the details required to deal with the complaint, we may contact you and ask you for further information.

4.1. TIMESCALES

We will acknowledge receipt of complaints within 5 working days. We will send a full response within 20 working days of receiving each complaint. If there is a delay, we will write to you and let you know.

If you make a complaint in person to a member of our staff (at an event or meeting), we will record your complaint in writing within 3 working days, and acknowledge it within 5 working days thereafter. We will then deal with your complaint in accordance with our policy for written complaints.

4.2 STAGE ONE

This is the first opportunity for us to resolve your dissatisfaction. We expect the majority of complaints to be resolved at this stage. On receipt of your complaint we will direct it an appropriate person, who will respond to your complaint.

4.3 STAGE TWO – APPEAL

If you are dissatisfied with the response at stage 1, you may request a review. Your request together with all subsequent correspondence relating to it should be sent to HR Manager, West Kirk, 84 Portland Street, Kilmarnock, KA3 1AA; who will forward your request to the relevant person for review.

5 . IF YOUR ARE STILL DISSASTIFIED WITH OUTCOME OF COMPLAINT

If you are not happy with the outcome, you can complain to the following:

Your Local Authority

Care Inspectorate

Headquarters
Compass House
11 Riverside Drive
Dundee
DD1 4NY
Tele: 01382 207100

6 SIGNING SHEET –

This sheet should be signed and dated by each member of the team when policy is read. Development Leaders should ensure each team member understands the policy in relation to the person they are supporting with medication.

- 1. Name: Date:.....
- 2. Name: Date:.....
- 3. Name: Date:.....
- 4. Name: Date:.....
- 5. Name: Date:.....
- 6. Name: Date:.....
- 7. Name: Date:.....
- 8. Name: Date:.....
- 9. Name: Date:.....
- 10. Name: Date:.....