

2.3.g. Complaints, representations and compliments policy

Red2Green believes that if an individual and / or an organisation wishes to make a complaint, or make a representation to us about a concern, they should find it easy to do so. We welcome complaints and representations and see them as an opportunity to learn and improve. This policy is intended to ensure that all concerns are dealt with properly including being taken seriously.

The policy is not designed to apportion blame, or to consider the possibility of negligence or to provide compensation. It is not part of Red2Green's disciplinary policy.

We welcome compliments and aim to record these whether they are written or verbal and share them with others – with permission.

Procedure for dealing with complaints and representations

Received verbally

- All complaints and representations should be taken seriously without adopting a defensive or aggressive attitude.
- Staff who receive a verbal complaint or representation should seek to resolve the problem immediately if possible.
- If staff cannot resolve the problem immediately they should offer to refer the matter to their service manager.
- All contact with the complainant should be polite, courteous and sympathetic.
- At all times staff should remain calm and respectful.
- Staff should not accept blame, make excuses or blame other staff.
- If the complaint or representation is being made on behalf of the client by an advocate or carer it must be verified that the person has permission to speak for the client. If in doubt it should be assumed that the client's explicit permission is needed prior to discussing the complaint with the advocate.
- After talking the problem through, each manager or the member of staff dealing with the complaint or representation should agree a course of action with the complainant, to resolve the matter.
- If it is not possible to agree a course of action then the complainant should be given a copy of the complaints procedure and asked to put their complaint in writing to the Chief Executive.
- In both cases details of the complaint or representation should be recorded on a complaints form (attached) and handed to the manager and passed to the Chief Executive.
- The process by which a complaint might be made should be advertised for service users to see, and use.

Written complaints or representations

- When a complaint or representation is received in writing it should be passed on to the Chief Executive who should record it in the complaints,

representation and compliments book and send an acknowledgement letter within five working days.

- If necessary, further details should be obtained from the complainant. If the complaint or representation is not made by a client, but on a client's behalf, then consent of the client, preferably in writing, must be obtained from the complainant.
- If the complaint or representation raises potentially serious matters, advice should be sought from a legal advisor. If legal action is taken at this stage any investigation under the complaints procedure should cease immediately.
- Immediately on receipt of the complaint or representation an investigation should be launched and within 28 days Red2Green should be in a position to provide a full explanation to the complainant, either in writing or by meeting.
- If the issues are too complex to complete the investigation within 28 days, the complainant should be informed of any delays.
- If a meeting is arranged the complainant should be advised that they may, if they wish, bring a friend or relative or a representative such as an advocate.
- At the meeting a detailed a detailed explanation of the results of the investigation should be given and also an apology if it is deemed appropriate (apologising for what has happened need not be an admission of liability).
- Such a meeting gives the Chief Executive the opportunity to show the complainant that the matter has been taken seriously and has been thoroughly investigated.
- After the meeting, or if the complainant does not want a meeting, a written account of the investigation should be sent to the complainant. This should include details of how to approach the Chief Executive or the Chairman of the Board of Trustees if the complainant is not satisfied with the outcome.
- The outcome of the investigation and the meeting should be recorded on appropriate documentation and any shortcomings in Red2Green's procedures should be identified and acted upon.
- Complaint and representations and their outcome should be discussed at each management team meeting and the Complaints, Representations and Compliments record should be reviewed by the Board every twelve months.

Compliments

These may come as letters and emails which will be saved in the Complaints, Representations and Compliments folder. We encourage staff to record verbal compliments which can then be saved in the folder.

Red2Green
Harvey's Barn
Park End
Swaffham Bulbeck
Cambridge

01223 811662
Info@red2green.org

COMPLAINTS FORM

Your name.....

I wish to make a complaint about

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.....

Tell us how you feel about what has happened?

.....
.....

What do you feel might be done to best manage your complaint?

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.....

Is there anything else you want to write about your complaint?

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Was there anyone who helped you write this complaint? Can you give their name and the role they have in helping you?

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Signed Date

Once we have received this form, we will write to you within a week to say we have received it and how we plan to manage it. This may include giving other people opportunity to tell their side of what happened. THANK YOU