

Headway Cambridge and Peterborough:
Comments, Compliments and Complaints Policy
HC&P-DP-03 **Version 0.1**

Controlled document:

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Reviewer	Date
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1. Introduction

Headway Cambridge & Peterborough aims to provide services and support to meet the needs and expectations of Headway members, their family and carers in a professional and respectful manner.

To make sure that we are doing our job well, we would like to hear from you about these services. We would value your feedback and suggestions about Headway Cambridge & Peterborough. It is through your experience and the feedback you provide to us that we can address any issues that may have given you cause for dissatisfaction. We also welcome any comments where you feel praise is due so we know what works well.

2. Aim

The aim of this policy is to ensure that we:

- Make commenting on our service as easy as possible
- Treat your comments seriously and in confidence
- Respond to your complaint promptly and professionally
- Issue a clear written response to every formal complaint
- Offer information, explanations or an apology as appropriate
- Learn from comments, compliments or complaints and use feedback to improve our services

3. Staff responsibilities

3.1 Chief Executive Officer / Community and Day Services Manager

- Reviewing and updating the policy and procedures
- Monitoring the operation of the policy and procedures and application of remedies
- Ensuring staff have read and understood the policy and procedures
- Escalating information on the number and type of complaints received and the resolutions implemented to the Board

3.2 Senior Management Team

- Monitoring the operation of the policy and procedures and application of remedies
- Ensuring staff have read and understood the policy and procedures
- Ensuring that clients, carers and families are aware of and have access to the comments, compliments, and complaints procedure

3.3 All staff

- Familiarise and understand the policy and procedures
- Support clients, carers and families to access the comments, compliments and complaints procedure

4. Confidentiality

Headway Cambridge & Peterborough will keep the name of the complainant confidential unless the consent of the complainant is received to release this information. The only exceptions will be where staff are required to know this for the purpose of the investigation; if there is a safeguarding issue; or to make sure that any resolution of the complaint is upheld. This information will be handled in line with the Data Protection Act.

5. Comments, Compliments and Complaints Procedure

5.1 Anyone who has a concern, or complaint relating to a Headway Cambridge & Peterborough service should make this known to a member of staff and/or Services Manager. This can be face to face, on the telephone or by completing a 'Comment, Compliment and Complaint Form' (these can be found on the information stands at our day centres, on the policies section of our website or by asking a member of staff).

We also welcome general comments or compliments, and you can use our 'Comment, Compliment and Complaint Form'. We will ask for your permission if we wish to publish your positive comments in our literature or on our website.

5.2 The Services Manager, and staff will try to resolve your concerns straight away. If you are not satisfied with this or further investigation is required and you would like to make a written formal complaint, matters will be forwarded to the Chief Executive Officer. Please address all formal complaints to:

Chief Executive Officer

Sarah.green@headwaycp.org.uk

5.3 If you are unhappy with the written response/ result of the investigation by the Directors, your complaint will be taken to the Board of Trustees for further investigation. A written reply will be sent to the individual from the Chair as soon as possible within 28 days. If it is not possible to give them a full reply within this time – for instance, because a detailed investigation is required – they will be sent an interim response, telling them what is being done to deal with their complaint, and when they can expect a full reply.

APPENDIX A

Comment, Compliment and Complaint Form

All fields in this form are optional apart from the comment, compliment and complaint section, section.

Your details:

For a personal reply, please provide the following details:

Name:

Address:

Postcode

Email address

Telephone

Comment, compliment or complaint details:

(Tick as appropriate)

This is a comment

This is a compliment

This is a complaint

Details of your comment, compliment or complaint (required)

If a complaint is being made, what action do you feel should be taken to resolve it?



Please return this form to: Service Manager or Chief Executive

Email:

Sarah.green@headwaycp.org.uk

Thank you for your feedback.