



St Paul's Community Development Trust

## **Comments, Compliments and Complaints Policy**

The Trust strives to provide high quality services with the ability to continually learn, develop and improve. We welcome and encourage feedback and comments and provide mechanisms for this to be carried out. The purpose of this policy is to provide a framework for dealing with comments, compliments and complaints (CCC).

St Paul's Community Development Trust aims to provide excellent services for people who come to St Paul's, however, we acknowledge that sometimes there may be occasions where an individual feels it is necessary to make a comment or complaint. Complaints help us to review and improve our services and demonstrate a commitment to providing the best service possible for our clients and other stakeholders.

Copies of this policy and its procedures are made available within all of St Paul's buildings and on the website.

### **Aim**

The aim of this policy and its procedures is to ensure that people wishing to compliment, provide feedback and give comments or register a complaint about the Trust are able to do so easily and effectively. We have a robust system for recording, monitoring and learning from all feedback in order to continuously improve the services provided to our stakeholders.

St Paul's Trust will:

- Respond to all communications in an empowering, respectful and detailed way so that it is clear that all information received is valued.
- Provide any necessary help to enable people to complete the form, or provide feedback in a way that suits them.
- Respect confidentiality and abide by data protection as outlined in the Data Protection Policy.
- Offer people a range of methods by which to comment, compliment or complain about Trust services.
- Ensure that our buildings display information on how to make a comment, compliment or complaint. Our services are provided with the CCS010 Comments, compliments and complaints form so that they are easily accessible at all times.
- Set timescales for acknowledging and responding to all feedback.
- Have a clear and simple process that can be accessed easily.

- Seek to resolve complaints or provide feedback on comments as quickly as possible.
- Ensure all compliments are acknowledged, positive feedback passed to teams and, where appropriate, shared across the Trust to learn from best practice. Complaints and comments may also be shared within documentation and the Trust's website.
- Monitor the way we handle comments, compliments and complaints through regular audits and as part of the Key Performance Indicator's which are presented to the Board of Trustees.
- Ensure managers are empowered to deal with comments, compliments and complaints effectively.
- Parents and others are aware and informed of how they can also make complaints directly to Ofsted where appropriate.
- Seek to learn from all feedback received.

A compliment is...	...defined as a service user statement of positive recognition or praise for a service or individual. Where appropriate staff may acknowledge compliments.
A comment is....	...a personal opinion or belief, feedback or remark expressed by a service user. Where the service user indicates they expect a reply, or where it is otherwise thought appropriate to do so, this should be dealt with as general correspondence.
A complaint is....	...an expression of dissatisfaction, whether justified or not, about any aspect of the Trust services, and can be received verbally, by phone, by email or in writing.

## Compliments

It is essential that all compliments are responded to with as much importance as complaints, to empower individuals in knowing that their feedback is valued and their opinions make a difference. Compliments should be recorded on form CCS010.

As with comments and complaints, much learning can be taken from compliments and therefore it is important to follow the procedure:

- All compliments received should be sent to the Senior Administrator who will forward to the appropriate manager and log on a central record. An acknowledgement will be sent to the person who submitted the compliment advising them of the date a response will be sent to them.
- The manager will provide a written response as appropriate within 3 working days that outlines how the feedback will be communicated and utilised.

- The manager should then provide feedback to staff (in line with data protection) during the next appropriate team meetings in order to acknowledge good performance and share best practice.
- Where possible, all best practice and learning should be incorporated into the appropriate policies, procedures and performance frameworks.

### **Comments**

- All comments received should be sent to the Senior Administrator who will forward to the appropriate manager and log on a central record. An acknowledgement will be sent to the person who submitted the comment advising them of the date a response will be sent to them.
- If a CCS010 form is completed on behalf of an individual by a staff member following a telephone conversation, the staff member will ask for consent to process the information through the CCC procedure as part of the discussion.
- The manager should then provide feedback to the individual as to what changes in practice have been arranged and also to staff at appropriate meetings in order to implement changes and learning from the comment.

### **Complaints**

St Paul's Trust aims to provide an effective complaints procedure that is focused on:

- Listening to and understanding the views of the complainant and recognising the importance of their complaint.
- An early and satisfactory resolution to complaints.
- Providing feedback to the complainant with details of the investigation and resolution.
- Continually improving the service, we offer through reviewing and learning from all feedback.

### **Procedures for receiving a complaint**

Verbal complaints may be made by telephone to our main switchboard 0121 464 4376 who will either transfer their call or receive the complaint themselves; or in person to the most senior staff member present at the service. Complaints may be received through any other contact details available to the complainant. Best practice for the person initially receiving the complaint is to:

- Thank and acknowledge the individual for their complaint.
- Initially listen and then explain that a record of the complaint must be made.
- Take the name, address and telephone number of the complainant and their relationship to the organisation i.e. parent, visitor
- Write down the facts of the complaint

- Inform them of the Comments, Compliments and Complaints Policy and procedures and if possible give them a copy, along with a complaints form or direct them to where on the website it can be completed. The policy will inform them what will happen next and how long this will take.
- If required, ask the complainant to send a written account using the CCS010 Comments, compliments and complaints form, so that this can be recorded in their own words.
- Promptly forward the complaint to the appropriate manager who is available at that time.

Written complaints may be sent to St Paul's Trust, Herford Street, Balsall Heath Birmingham B12 8NJ for the attention of the Senior Administrator or by email to [complaints@stpaulstrust.org.uk](mailto:complaints@stpaulstrust.org.uk)

- A complaint should normally be submitted using the CCS010 form within **28 days** of the incident in question.
- All complaints' received should be sent to the Senior Administrator who will forward to the appropriate manager and log on a central record. An acknowledgement will be sent to the person who submitted the complaint advising them of the date a response will be sent to them.
- If a form is completed on behalf of an individual by a member of staff following a telephone conversation, the staff member will ask for permission/consent to process the information through the CCC procedure as part of the discussion.

Complaints will be dealt with in the following 3 stages:

### **Stage 1**

An appropriate manager considers the complaint and a response is sent to the complainant within 10 working days.

### **Stage 2**

In the event of the complainant being unsatisfied with the response, outcome or handling of the complaint, this will be referred to a Head of Department for consideration. The Head of Department may decide to delegate as appropriate. The investigation should usually be completed and report written within 10 working days of receipt of the CCS010 Form.

The Head of Department will notify the complainant of the outcome and provide a response in writing along with information about rights and how to appeal.

### **Stage 3**

Where a complainant remains dissatisfied with the outcome, they should make this known in writing to the Chief Executive Officer via the Senior Administrator, and this should be done within 5 working days of them receiving the stage 2 response.

A Review Panel will be convened to consider the complaint, consisting of the CEO, an impartial or neutral member of the Senior Management Team, and a Trust Board or Committee member. An appropriate note-taker will also be appointed.

Steps will be taken to ensure neutral management of the process. Where the CEO is the Line Manager (of who?) or if the complaint is regarding the CEO, the Chair (or vice Chair) of Trustees will be approached to manage the process.

In advance of the meeting, the Panel will receive copies of the complaint, the investigation report and other relevant documentation. Further information may be requested.

The Panel will meet with the complainant and the Manager? who dealt with the complaint.

The complainant has the right to be accompanied by a friend or family member. The Panel should usually meet within ten working days of the request for a panel being received.

The CEO or Senior Management Team member will prepare a report outlining the action recommended by the Panel, and their reasons, including any remedies proposed and inform the complainant of the outcome in writing within 5 days of the decision being reached.

**The Senior Administrator will retain documentation from all levels of the process on file.**

### **Staff Complaints**

If staff wish to make an internal complaint related to service provision, they should follow the same process as above. If a staff member has a complaint that relates to their job role they must follow the Grievance Policy and Procedures. Staff may submit feedback by way of comments and compliments using the same process as people who use St Paul's services and by way of staff satisfaction surveys.

### **Monitoring and Accountability**

The Senior Management Team are responsible for monitoring comments, compliments and complaints and reporting to the Board of Trustees on an annual (twice a year?) basis. The statistical information will be shown on the Trust website.

**Related Policies:** Equality and Diversity, Safeguarding, Data Protection, Confidentiality Statement, Grievance Policy.

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