

Complaints Policy and Procedure

Policy ID Number: P002

Policy Approved by QuAP Sub Committee:

Review Date: January 2023

1. Policy Statement

- 1.1 Restore is committed to providing a high quality service to its service users. All staff welcome feedback (both positive and negative) from service users, referrers, carers and other stakeholders about Restore as this helps to improve the service Restore offers.
- 1.2 We recognise that it is very important for people to be able to complain and that they feel safe in doing so. Any complaint will be treated as a serious matter and responded to appropriately.
- 1.3 Most complaints can usually be resolved informally. We would aim to speedily and appropriately support an individual to reach a resolution of any cause of dissatisfaction.
- 1.4 If a complaint raises a safeguarding concern, a risk assessment must be conducted immediately. If the safeguarding concern relates to a member of staff or a volunteer, that person may be suspended from duty immediately or relocated pending an investigation.

2. Procedures

STAGES IN MAKING A COMPLAINT IF YOU ARE A RESTORE SERVICE USER

2.1 STEP 1

- 2.1.1 If you have a complaint you should usually first talk to anyone directly involved. At this stage you may wish to informally discuss your complaint with the staff member involved in delivering the support (or another member of staff if your complaint concerns the member of staff delivering the support) to try to get the issue resolved.
- 2.1.2 At this informal stage a senior member of staff can also be involved. If you are not satisfied with the outcome of these informal discussions then you can follow the formal complaints procedure.

2.2 STEP 2 - MAKING A FORMAL COMPLAINT

2.2.1 At any stage in this procedure you may have an advocate of your choice with you to support you and/or speak for you.

2.2.2 Put the complaint in writing

A formal complaint must be in writing. If necessary, a member of staff will advise you how to put your complaint formally in writing. The written complaint should be addressed to the relevant member of the Executive Team. They will let you know within 7 working days who will deal with your complaint. If your complaint is about that individual, your complaint should be addressed to the Chief Executive.

2.2.3 Investigation

The person nominated to deal with your complaint (usually a senior staff member) can discuss the complaint with you, anyone else concerned and, if appropriate, convene a meeting between you and the person(s) involved in the complaint.

2.2.4 Decision

The person dealing with your complaint will come to a decision on whether to uphold your complaint and if so any appropriate action that will be taken. A written record of this will be given to you. The complaint will be dealt with within 4 weeks of the complaint being received by the person nominated to deal with it. If the matter cannot be resolved in this time period, the complainant will be informed of the delay and the reasons for the delay.

2.2.5 Appeal

If you are not satisfied with the decision you can appeal against it, in writing, to the Chief Executive within four weeks of receiving the written decision. If your appeal is not resolved, a further appeal can be made to the Chair of Trustees who will elect a group of trustees to review the process by which the decision was reached and the proposed action arising from the decision. If the process or decision was found not to be in line with Restore policy then the complaint can be reinvestigated. A written response to you and all concerned will be made in writing within four weeks of receiving the written appeal.

2.2.6 Independent Appeal

If you are not satisfied by the decision of this group a final appeal can be made, in writing, to an independent person outside of the organisational structure but nominated by the Board of Trustees. This will be a further review of the decision. A written response about the outcome of this review will be made within four weeks.

2.2.7 No further appeal can be made.

2.3 MONITORING COMPLAINTS

- 2.3.1 All formal complaints received and the progress in resolving them will be recorded and reported on routinely at Executive Team meetings.
- 2.3.2 All complaints will be notified to the Quality & Performance Sub Committee.
- 2.3.3 The Board of Trustee will be informed of all complaints and this will be recorded in meeting minutes and any necessary action will then be confirmed or set in motion.

2.4 HELP IN MAKING A COMPLAINT

- 1.1.1 When making a formal complaint it is often useful to have an advocate. This person, of your choice, can support you to put your case effectively. They can be any person e.g. a friend, member of an advocacy organisation.