

**Complaints Policy**

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| This document is controlled. If you would like to suggest amendments to this document, please contact the document author. | | | | |



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**Introduction**

Yorkshire Health Partners (YHP) views complaints as an opportunity to learn and improve for the future as well as a chance to put things right for the person or organisation that has found the need to make the complaint.

If a patient or service user has a complaint or concern about the service that they have received or any of the staff working within our organisation, they should be able to make a complaint.  Our complaints system meets NHS national criteria.

YHP will ensure that:

1. A poster to be displayed giving details of where to send the complaint to, will be displayed.
2. Complaints will be acknowledged within two working days of receipt.
3. Any investigation should be completed within 10 working days, if not then the patient must be informed of the delay and the reasons for it.
4. All complaints must be completed within 20 working days (one month).

Application of the freedom of information act also means that information on how to make complaints along with other specific information should also be available to patients in other mediums such as Leaflet and the YHP website.

Our policy aims:

* To provide a fair complaints procedure which is clear and easy to use for anyone who wishes to make a complaint
* To make sure that everyone in the organisation knows what part they play should a complaint be received
* To make sure that all complaints received are investigated fairly and in a timely way
* To make sure that complaints are, wherever possible, brought to resolution
* To gather information to help us grow in a transparent way and improve our services

**What is a complaint?**

A complaint is an expression of dissatisfaction, whether justified or not, about any aspect of services offered by YHP.

**Our Commitment**

YHP is committed to the highest possible standards of openness, probity and accountability.

**Who does this policy apply to?**

The policy applies to all employees, sub-contractors, and users of our services.

**Making and receiving complaints**

Complaints should be made in writing to our office:

Yorkshire Health Partners Ltd, Service Manager, The Health Centre, Thornton Dam Lane, Gillberdyke, YO15 2UL

Or by Email to: yhp.Complaints@nhs.net complaints can also be made over the telephone however, follow up in writing will generally be required.

Complaints should be accurately recorded, and the person receiving the complaint should take all details including:

* Facts of the complaint
* Complainants name, address, contact details
* Relationship of the complainant i.e. service user, member of the public etc.
* Log time and date received
* Date and time event occurred (if relevant)
* Once a complaint has been received, an acknowledgment should be sent on to the complainant within 48 working hours.

**Resolving Complaints, what we will do?**

We will acknowledge the complaint within two working days and offer to discuss how the complaint will be dealt with, agreeing a way forward that would be helpful for the complainant. This will include

* Clarification of issues
* What the desired outcome would be for resolving the complaint
* Agreeing /negotiating a timescale

When we investigate the complaint, we will aim to:

* find out what happened and what went wrong
* make it possible for the complainant to discuss the problem with those concerned, if they require this
* ensure that we apologise, where this is appropriate
* identify what we can do to make sure the problem does not happen again.

Stage One – In many cases a complaint is best resolved by the person responsible for the issue or being complained about.

* On receiving the complaint, the details should be logged and the complaint should be handed on to an appropriate lead to coordinate the investigation, setting appropriate timescales for responses.
* Complaints should be acknowledged (within three days) and should contain information around when to expect a reply.
* Ideally, complainants should receive a definitive reply within 20 working days (one month). If this is not possible due to lengthy or prolonged investigation, a progress report should be sent with an indication of when a full reply will be provided.
* The reply to the complainant should describe the action taken to investigate, the conclusion to the investigation, where appropriate an apology and any action taken as a result of the complaint.

Stage Two – If the complainant feels that the problem has not been satisfactorily resolved at stage one, they can request that the complaint is reviewed at Board level.

* The Board member nominated should investigate the facts of the case themselves or delegate a suitably senior person to do so.
* If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.
* The decision taken at this stage is final, unless the board decides that it is appropriate to seek external assistance with resolution.
* Should the complainant require further advice, they can be directed to

Patient Relations Service at East Riding of Yorkshire Clinical Commissioning Group (CCG)

Email:            [ERYCCG.ComplaintsAndConcerns@nhs.net](mailto:ERYCCG.ComplaintsAndConcerns@nhs.net)  
Phone:          01482 672047  
Address:       Patient Relations, Health House, Grange Park Lane, Willerby, HU10 6DT

**Monitoring and learning from complaints**

Complaints are reviewed monthly and monitored for trends. Any learnings from complaints will be disseminated to the wider team where appropriate and where necessary changes to process made.

**Appendix A - Practical Guidance for Handling Verbal Complaints**

* Remain calm and respectful throughout the conversation
* Listen – allow the person to talk about the complaint, sometimes a person wants to just “let off steam”
* Don’t debate the facts in the first instance, especially if the person in angry
* Show an interest in what is being said
* Ask for clarification wherever necessary
* Show that you have understood the complaint by reflecting back what you have noted down
* Acknowledge the person’s feelings (even if you think they are being unreasonable)- you can do this without making comment on the complaint itself or making any admission of fault e.g. “I understand that this situation is frustrating for you”
* If you feel that an apology is deserved for something that was the responsibility of YHP, then apologise.
* Be clear about next steps and timescales of when they can expect a response.
* Don’t promise things you cannot deliver
* Don’t be afraid to ask the person what they would like done to resolve the issue

**Appendix B - Initial Equality Impact Assessment Form**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Name of Policy / Proposal / Service Function / Strategy** to be assessed  Complaints Policy | | | | | | | | |
| **Service Area**  Governance | | | | | **Is this a new or existing policy**  Existing | | | |
| **Name of individual completing this assessment**  Charlotte Flintoft | | | | | **Contact Details**  01430440957  Charlotte.flintoft@nhs.net | | | |
| **Policy Aim** | | Make clear YHP’s policy for dealing with complaints | | | | | | |
| **Policy Objectives** | | * Provide a fair complaint procedure. * Ensure all staff know their responsibilities regarding complaints. | | | | | | |
| **Policy – Intended outcomes** | | All complaints will be dealt with fairly, in a timely manner and will wherever possible come to a resolution. | | | | | | |
| **How we will measure the outcome** | | All complaints are logged and discussed at the YHP IGC and Board meetings. | | | | | | |
| **Who is intended to benefit from the policy** | | YHP employees and service users. | | | | | | |
| **Is consultation required with workforce, equality groups, local interest groups etc. around this policy**  **If yes, have these groups been consulted**  **Please list any groups who have been consulted about this procedure** | | Yes  Yes  YHP Integrated Governance committee | | | | | | |
| **The Impact**  Please complete the following table | | | | | | | | |
| Are there concerns that the policy could have detrimental impact on: | | | | | | | | |
| **Equality Standard** | **YES** | | **NO** | **Rationale for Assessment / Existing Evidence** | | | | |
| **Age** |  | | **X** |  | | | | |
| **Sex** (male,  female, trans-gender / gender  reassignment) |  | | **X** |  | | | | |
| **Race / Ethnic**  **communities /groups** |  | | **X** |  | | | | |
| **Disability -**  learning  disability, physical  disability, sensory  impairment and  mental health  problems |  | | **X** |  | | | | |
| **Religion /**  **other beliefs** |  | | **X** |  | | | | |
| **Marriage and Civil Partnerships** |  | | **X** |  | | | | |
| **Pregnancy and Maternity** |  | | **X** |  | | | | |
| **Sexual Orientation**  (bisexual, gay,  heterosexual, lesbian) |  | | **X** |  | | | | |
| You will need to continue to a full Equality Impact Assessment if the following have been highlighted   * You have ticked “YES” in any column above and * No consultation or evidence of there being consultation – this excludes any policies which have been identified as not requiring consultation or * Major Service redesign or development | | | | | | | | |
| Please indicate if a full equality analysis is recommended | | | | | | | YES | NO  X |
| **If you are not recommending a Full Impact assessment please explain why.**  Yorkshire Health Partners is committed to the fair treatment of it staff regardless of their individual characteristics. It is not anticipated that the policy will not have an adverse impact. | | | | | | | | |
| **Signature of policy developer / Lead Manager / Director**  **Alison Tite** | | | | | | **Date of completion & submission**  **20.05.2021** | | |