



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

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### **1. Aims**

Parents in Partnership is committed to providing as good as possible a service to those individuals to whom services are rendered.

It is also committed to maintain good relationships with other agencies in Croydon and elsewhere within the LA and Health sectors with whom it may be in contact.

Feedback from any individual users of our services or others is important to PIP. We want to know whether our services are meeting carers' needs and being delivered effectively. Any organisations, individuals or stakeholders may have comments, compliments or complaints about their experience of dealing with PIP. They may wish to tell us what we have done well (compliment); share their thoughts on improvements to our services (comments); or tell us what we have done wrong (complaint).

The purpose of this policy is to ensure that there is a mechanism for dealing with this feedback and where possible both learning from it and using it constructively.

## **2. Principles**

2.1 The opportunity to make compliments, comments or complaint / grievance is an essential right for all those who use the services provided by PIP. Compliments, comments and complaints can be a valuable way of evaluating and improving our services and of ensuring they are responsive to the needs and preferences of users.

2.2 All new clients of PIP services will be given a copy of the Comments, Compliments and Complaints procedure at their initial contact with a PIP staff member and a note of the date given should be recorded on the client file. Copies will also be available on the PIP website (Appendix 1).

2.3 PIP's compliments, comments and complaints procedure is intended to be speedy, effective and easily understandable. Where complaints are considered, to ensure fairness, any investigation required will be carried out by someone who was not directly involved with the incident relating to the complaint.

2.4 PIP recognises that making a complaint can be difficult and stressful for the person making the complaint. Appropriate assistance will be offered to the complainant. At any stage a complainant may seek the help of an independent representative and PIP will provide information on this on request.

2.5 A complaint can also be stressful for a person against whom a complaint is made and that person may also need assistance and support. Any member of staff or volunteer against whom a complaint is made will be given the fullest opportunity to answer any criticisms.

2.6 Every effort will be made to try and resolve any problem as soon as possible with the person concerned. If it is necessary to take the matter further it will be done in line with the procedure described below.

2.7 Some complaints have or may have financial or legal consequences for PIP. In such cases its insurers require PIP to cease direct contact with the complainant. It may then be necessary in the interests of the complainant to refer them to another agency both for assistance with the complaint and to ensure that their service needs are met.

2.8 PIP will respect the confidentiality of both the complainant and any person complained about, subject to the provisions of PIP's Confidentiality Policy. This states that, if a complaint is to be properly investigated and action taken as a result of the complaint, it may not always be possible to avoid a breach of confidentiality. The permission of the complainant will be sought for this but when the welfare of the complainant or other people is seriously at risk it may be necessary to breach confidentiality even if that permission is withheld.

2.9 The outcome of all complaints and investigations will be reported in confidence to the Board of Trustees and in writing to the complainant.

A report on Complaints will also be made available to funders of PIP services as part of the evaluation of these services.

2.10 This Procedure should be read in conjunction with PIP's Confidentiality Policy and Harassment Policy.

### **3. Procedure**

#### **3.1 Comments and Compliments procedure**

PIP welcomes compliments and comments which may be addressed to either individual staff members, the appropriate PIP service Manager or the Trustees, either verbally or in writing. They will be acknowledged by the individual or manager as appropriate. They may be shared with others (with the originators agreement and anonymised if requested) as evidence of good practice both internally and externally. (see Appendix 1 "*Please tell us what you think about our services*" and Appendix 2 "*PIP Feedback Form*"). The comments, compliments are recorded and stored on PIP Data, Client Feedback Folder and in hard copy in the Client Feedback Folder.

#### **3.2 Complaints procedure**

This procedure is principally concerned with complaints made against PIP staff, trustees or volunteers.

**Stage 1 - Initial Stage:** informal discussion with the person concerned. The Manager may be asked to help to resolve the complaint informally.

**Stage 2 – Formal Complaint:** a formal complaint in writing should be sent as follows:

- Complaint against a member of staff or volunteer - to the Partnership Manager
- Complaint against the Partnership Manager - to the Chair
- Complaint against a trustee - to the Chair
- Complaint against the Chair - to the Partnership Manager, for the attention of the trustees

The person who receives the complaint will carry out an investigation, or, where appropriate, appoint someone else to do so.

The investigator will report the results in writing within three weeks to the complainant and the relevant members of staff.

If the complainant or the person about whom the complaint is made is unhappy with the results of this they can then ask for the complaint to be referred to the 3rd Stage.

The request should be made in writing to:

The Partnership Manager, 24-26 George Street, Croydon CRO 1PB.

**Stage 3 - Appeal:** On receiving the complaint the Chair will consult with another trustee to decide whether the complaint should proceed to this level.

If they decide it should not, the Chair will write to the complainant explaining why.

If they deem that it should, the Chair will set up a panel to consider the complaint.

The panel will generally consist of three people, one of whom will be a service user. These will usually all be trustees, but the Chair may replace one or more of the trustees with people independent of PIP if appropriate.

The panel will aim to meet within 28 days, although this may take longer in complicated cases.

The panel will invite to the meeting the complainant and the person or persons against whom the complaint has been made. Any such person may be accompanied to the meeting by a friend or supporter, or by an independent representative.

The panel will report their decision and any recommendations in writing to the complainant and to any persons against whom the complaint was made within 21 days.

The decision of the Panel will be final.

**This Comments, Compliments and Complaints Policy detailed above was agreed and minuted at a meeting of the Board of Trustees on:**

<b>Approved by:</b> <b>Julie Newton-Smith</b> <b>Chair of Trustees</b>	<b>Signed:</b>	<b>Date:</b>
		<b>Review: July 2018</b>

## **Appendix 1:**

### **Please tell us what you think about our services**

Your feedback is very important to us. We want to know whether our services are meeting your needs as a carer and being delivered effectively. We welcome your comments, compliments and complaints as they help us to improve so that we can provide a better service to you. You may wish to tell us what we have done well (compliment); share your thoughts on improvements to our services (comments); or tell us what we have done wrong (complaint)

#### **Why a Comments, Compliments and Complaints Procedure is needed**

Parents in Partnership, Croydon is committed to providing a high quality service that responds to carers' needs within the limitations of its funds. In doing so it needs to take account of the views and wishes of those who use the service.

- Have you found what we do useful?
- Have you any suggestions for the services that we offer?
- Have you been unhappy with any aspect of the services you have received?

We do want to know when things go right and wrong, and we do want to put right any mistakes we make.

#### **Who can comment, compliment, or complain?**

Anyone who comes into contact with us or uses our services.

#### **Can I comment, compliment or complain for someone else?**

Yes, if they agree to you doing this on their behalf.

#### **Can Children comment, compliment or complain?**

Yes, a child or young person can do so on their own or with the help of an adult or friend.

#### **How to make a comment, a compliment, or a complaint?**

You can do so in person, by telephone or in writing. You may use the help of a friend, relative or advocate. You may prefer a professional who may be working with you to write for you in a way that is acceptable to you.

#### **How will PIP respond if you make a compliment or a comment?**

PIP welcomes compliments and comments which may be addressed to either individual staff members, the PIP Partnership Manager or a Trustee, either verbally or in writing, using our feedback form if wished

Compliments will be acknowledged as appropriate by either the recipient, their Manager or the Trustee. You may be asked if you would mind if we shared your compliment with others either internally or externally as evidence of our good practice. This would only be done with your permission and with your details anonymised if you wished.

If you make a comment about our service this will be shared with the Manager or the Trustee will respond to you as appropriate and advise you of any action or changes we may make as a result of your comment.

**What to do if you need help in making a complaint.**

- Bring a friend or supporter but remember you may want to discuss personal and private matters.
- Ask for assistance of a translator/interpreter.
- Talk to your local Citizens Advice Bureau or a solicitor if your complaint involves a legal matter.
- Contact your local Councillor or MP – details from your local library
- Seek the services of an independent advocate.

**Making a complaint about the services of Parents in Partnership, Croydon**

**There are 3 stages for making a complaint.**

**Stage 1. Initial Stage:** Please talk about the problem to the member of staff you are in contact with. They will do their best to resolve the matter with you as soon as possible. They may refer to their Manager for further help in resolving your complaint, with your permission. If this doesn't solve the problem or you feel unable to discuss it with the staff member or their Manager, you may wish to make your complaint more formally.

**Stage 2. Formal –** You can write to PIP Partnership Manager directly at the address on this leaflet or you may use our feedback form if you wish. Your letter should be marked **Private and Confidential**.

This will be acknowledged within 7 working days of receipt. Your complaint will be dealt with in strictest confidence, and responded to within 28 calendar days.

If you are not satisfied with this response you can ask the Chairman of Parents in Partnership to re-consider your complaint. An Appeal Panel will do this.

**Stage 3. Appeal Panel –** A small Appeal Panel of Trustees of Parents in Partnership, who have not been part of the original complaint, will meet within 28 days of your request to re-consider. Details of this process will be sent to you, if you choose to Appeal.

Please address written comments to:

Parents in Partnership  
Partnership Manager  
24-26 George Street  
CR0 1PB Croydon  
Tel. 020 8663 5626  
Email: [office@pipcroydon.com](mailto:office@pipcroydon.com)



Tell us how we're doing.

**We welcome your feedback, please use this space to record any comments or suggestions**



How helpful were the services and activities provided by Parents in Partnership ? (please tick below)

	Excellent	Good	Fair	Poor	Not applicable
Support given over the phone					
Support given face to face					
Support given at meetings					
Information emailed/posted to you					
Training/workshops					
Website information					
Overall service you received					

	Yes	No	Not applicable	Please give further information
Do you feel better informed?				
Do you feel more supported?				
Do you feel better able to cope?				
Do you feel less isolated?				
Has your health and wellbeing improved				
Have you met other parent carers?				

	Yes	Mostly	Some of the time	No
Did PIP help you in the way you wanted?				

How could we have helped or supported you better?