

Service User/Member of the Public/Other Service wants to make compliment, complaint or suggestion



Team Member gives the following options:

- OPTION 1: To complete a Quick Compliments/Suggestion Form or the Team Member can do so for the Service User
 - OPTION 2: To Write a Formal complaint
- OPTION 3: To speak to the Chief Executive Officer to make a formal complaint
 - OPTION 4: To speak to the Grievance Officer on the Governance Body



OPTION 1

Team Member gives relevant information to assist Service User

E.g. a Quick Compliments/Suggestion Form, the address to write to, or takes name and number and passes on to Chief Executive Officer/Governance Body to call the Service User within two (2) working days

OPTION 2

Letter of Complaint Received

Chief Executive Officer contacts the Service User to thank them for their complaint and asks the Service User if they have a proposal for solution. Chief Executive Officer provides Service User with information regarding how the complaint will be investigated and when the Service User can expect a response

Chief Executive Officer conducts an investigation and completes a Complaint Record Form (attaching the Service User letter)

Chief Executive Officer develops action plan to resolve issue (this may include a change in procedure, team member disciplinary action or provision of more information to Service User)

Chief Executive Officer contacts Service User and provides information and discusses proposed solution with Service User

Service User and Chief Executive Officer come to an agreement re: solution.
Chief Executive Officer writes a letter confirming discussion, finalises Complaint Record Form and enters on Compliments, Complaints and Suggestion Register

Service User not satisfied with proposed solution or the process.
Service User referred to Governance Body. Letter written to Service User confirming the conversation and informing them that the matter will be passed onto the Grievance Office who will contact the client within four (4) working days

OPTION 3

To speak to the Chief Executive Officer to make a formal complaint

Chief Executive Officer contacts the Service User to discuss the issue and asks the Service User if they have a proposed solution. Chief Executive Officer provides Service User with information regarding how the complaint will be investigated and when the Service User can expect a response. The Chief Executive Officer thanks the Service User for the Complaint. The Chief Executive Officer records the conversation on a Complaint Record Form.

Chief Executive Officer conducts an investigation

Chief Executive Officer develops action plan to resolve issue (this may include a change in procedure, Team Member disciplinary action or provision of more information to Service User)

Chief Executive Officer contacts Service User, provides information and discusses proposed solution with Service User

Service User and Chief Executive Officer come to an agreement re: solution. Chief Executive Officer writes a letter confirming discussion, finalises Complaints Record Form and enters on Compliments, Complaints and Suggestions Register

Service User not satisfied with proposed solution or the process. Service User referred to Governance Body. Letter written to Service User confirming the conversation and informing them that the matter will be passed on to the Grievance Officer, who will contact the Service User within four (4) working days

OPTION 4

To speak to the Chairperson/Grievance Officer to make a formal complaint

Governance Body Chair/Grievance Officer contacts the Service User to discuss the issue and asks the Service User if they have a proposed solution. Governance Body Chair/Grievance Officer provides Service User with information regarding how the complaint will be investigated, and when the Service User can expect a response. The Chairperson/Grievance Officer thanks the Service User for the Complaint. The Chairperson/Grievance Officer records the conversation on a Complaints Record Form.

Governance Body Chair/Grievance Officer conducts an investigation, ensuring compliance with relevant operational procedures

Governance Body Chair/Grievance Officer develops action plan to resolve issue (this may include a change in procedure, Team Member disciplinary action or provision of more information to Service User)

Governance Body Chair/Grievance Officer contacts Service User and provides information and discusses proposed solution with Service User

Service User and Governance Body Chair/Grievance Officer come to an agreement re: solution. Governance Body Chair/Grievance Officer writes a letter confirming discussion, finalises Complaints Record Form and enters on Compliments, Complaints and Suggestion Register

Service User not satisfied with proposed solution or the process. Service User referred to External Complaints Agencies. Letter written to Service User confirming the conversation and informing them of the contact details for external agencies