



<b>POLICY/PROCEDURE INFORMATION (Policy no HR0032)</b>	
<b>Subject</b>	<b>Complaints Policy and Procedure</b> <i>(This policy is non-contractual and is subject to periodic review and will be amended according to service development needs).</i>
<b>Applicable to</b>	All employees of Nottinghamshire Hospice
<b>Target Audience</b>	All those who come into contact with the Hospice who wish to make a complaint such as members of the public, volunteers, patients, staff and contractors
<b>Date issued</b>	November 2019
<b>Next review date</b>	November 2022
<b>Lead responsible for Policy</b>	Director of People Services
<b>Policy reviewed by</b>	Donna Roberts, Human Resources Manager Nov 2017
<b>Notified to (when)</b>	Chief Executive Officer Nov 2017
<b>Authorised by (when)</b>	Board of Trustees Nov 2017
<b>CQC Standard if applicable</b>	Equality and Diversity Policy Data Protection Policy and Procedures Confidentially Policy Health and Safety Policy Disciplinary Policy and procedures Training and Development Policy and Procedures
<b>Links to other Hospice Policies</b>	
<b>Links to external policies</b>	
<b>Summary</b>	This policy sets out the procedures we follow when we receive a complaint about the services we provide from our customers. The purpose of the procedure is to resolve disputes between Nottinghamshire Hospice and the complainant in a timely and thorough way.
<b>This policy replaces</b>	

<b>VERSION CONTROL</b>		
<b>Status</b>	<b>Date</b>	<b>Reviewed date</b>
Original policy written by Valarie Greenhill MSc	May 2013	May 2015
Policy reviewed by John Gibbon, Director of Care	May 2015	May 2017
Policy reviewed by Donna Roberts, HR Manager	Nov 2017	Nov 2019
Updated control sheet and published on Policy Doc App	Dec 2018	
Reviewed by Donna Roberts	Nov 2019	
Logo updated and published on website	Dec 2020	
Updated policy number from HR0003 to HR0032	March 2021	

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## **1. Introduction**

Nottinghamshire Hospice is a service organisation. We rely on the highest possible standards in the way that we serve our patients, carers, others involved in palliative care, customers in our shops and the general public. These are our “customers”.

We need to have policies and procedures in place to ensure that we meet appropriate standards for our customers.

This policy sets out the procedures we follow when we receive a complaint about the services we provide from our customers. The purpose of the procedure is to resolve disputes between Nottinghamshire Hospice and the complainant in a timely and thorough way. Some complainants may have difficulties with expressing themselves verbally and/or in the written word. Members of staff should be aware of these potential difficulties and be sensitive to the need to help people overcome them. Where necessary they should be supported by staff in taking their complaint forward. This may involve an independent advocate.

Complainants need to feel that their views have been acknowledged and that we will review those aspects of our service that have fallen short of their expectations. The overall responsibility for managing complaints belongs to the Chief Executive but handling of the complaint may be dealt with by an appropriate manager.

## **3. Scope**

### **3.1 Dealing with Complaints**

Complaints/comments provide the opportunity for:

- Nottinghamshire Hospice to see itself as others see it
- Identifying issues that concern those who use the Hospice’s services
- Identifying adverse events that may otherwise go undetected and rectifying past mistakes to enable services to be improved for the future
- Increasing patients’ and the general public’s confidence in Nottinghamshire Hospice through promoting an open culture.
- Enabling the organisation to continually improve and learn.

## **4. Procedure**

As an accountable organisation we have a responsibility to report all our complaints. This is recorded on the Hospice’s Complaints Log. If you deal with a complaint you must liaise with the Executive Assistant who will record the details on your behalf. Information from the Complaints Log is reported to the Board of Trustees to ensure transparency

and consistency of our approach to dealing with complaints.

#### **4.1 Verbal Complaints**

Verbal complaints should be resolved on the spot whenever appropriate otherwise as soon as possible and a summary of the outcome passed to the Executive Assistant to add to the Complaints Log. If a verbal complaint cannot be resolved at the time it is made, or if it is of a complex nature then the complaint should then be dealt with in accordance with the procedure for written complaints.

Members of staff are required to make every attempt to resolve the complaint in the most sympathetic and effective way possible.

#### **4.2 Written Complaints**

- Complaints should be addressed to the Chief Executive or passed immediately to the Chief Executive.
- Complaints will be acknowledged within two working days of receipt and will receive a full written response following a full investigation within 20 working days of receipt.
- The complainant must be kept advised on a weekly basis if investigations into the complaint take longer than 20 working days. The aim must be to resolve complaints within 20 working days.

#### **4.3 Dissatisfied Complainants**

If a complainant is dissatisfied with the response, they should write to the Chief Executive or the Chair of Board of Trustees (if the original complaint was dealt with by the Chief Executive). The complainant will have 14 days to appeal from the date of receiving a written reply to their complaint. The complainant must be advised of this right.

The Chief Executive or (Chair of Trustees where appropriate) will review the response from the complainant and decide whether the process has been followed and whether any further action is necessary. The outcome of the review will be communicated in writing to the complainant within 10 working days.

This is the final stage of our internal process.

The complainant will still have the right, if they remain dissatisfied, to seek external support through the following organisations:

Independent Complaints Advocacy Service (ICAS) Tel: 0300 456 8347

Care Quality Commission Tel: 03000 616161 Website: [www.cqc.org.uk](http://www.cqc.org.uk)

Parliamentary and Health Service Ombudsman Tel: 0345 015 4033, Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

The Charity Commission Website: [www.gov.uk/complain-about-charity](http://www.gov.uk/complain-about-charity)

The Care Quality Commission is not a complaints agency, nor do they have statutory powers to investigate complaints. However, where necessary they will use their inspection powers to undertake enquiries determining whether a provider is complying with the Private and Voluntary Health Care (England) Regulation