

COMMUNITY SYSTEMS

Compliments and Complaints Policy



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Introduction

Community Systems is committed to providing high quality and continuously improving services. We recognise that feedback is essential to this and welcome and encourage comments, compliments and complaints from our clients, partner organisations and other stakeholders and from employees as internal users of central services and units. This helps us to review and develop our services and helps us to achieve the highest possible service standards.

This policy describes how Community Systems will manage compliments and complaints and ensure they feed into service improvement.

Roles and responsibilities

All staff are responsible for:

- Encouraging clients to give feedback and advising them as to how they can make a comment, compliment or complaint
- Recording comments and compliments and submitting these to the local Quality Manager/ member of staff with designated quality responsibility
- Promptly referring complaints to an appropriate manager.

All managers are responsible for:

- Encouraging and supporting staff to record compliments and complaints made by clients and other stakeholders
- Handling complaints referred to them, ensuring that timescales are met, and the quality and content of responses are appropriate
- Logging compliments and complaints
- Monitoring comments and complaints to identify any equalities related or safeguarding issues
- Ensuring unresolved complaints are escalated accordingly

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	<p>Senior Managers are responsible for:</p> <ul style="list-style-type: none">• Ensuring that all staff are familiar with and implement the compliments and complaints procedure• Ensuring that complaints are managed effectively in their contract/areas of responsibility• Supporting managers in dealing with complaints• Taking any action necessary in response to complaints• Publicising the comments, compliments and complaints procedure across the contracts for which they are responsible• Providing regular feedback to staff on local outcomes (and retaining evidence of this).
Making a comment, compliment or complaint	<p>Customers, learners and other stakeholders may make a compliment or complaint in the following ways:</p> <ul style="list-style-type: none">• In person• By letter• By telephone• By sending an email to the local contact• By completing the appropriate customer feedback form for the contract. <p>Comments, compliments and complaints are encouraged as part of both learner and staff review processes.</p>
Managing complaints	<p>All complaints are managed through our company complaints procedure. This is detailed in our management process.</p>
Managing compliments	<p>All Compliments must be forwarded to the senior management team. The senior responsible for Quality will log these and ensure they feed into our overall quality improvement processes including the company Self-Assessment Report (SAR) and Quality Improvement Plan (QIP).</p> <p>All learners / clients / staff have an opportunity to make comments on service through contract and company feedback forms. All of these are processed through our self-assessment process and reported on annually. Comments / complaints are made as a natural part of your reviews with both learners and staff and as part of contract reviews.</p>

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	<p>Unsolicited compliments are logged centrally by the Senior responsible for quality and our SAR, QIP, HR and Matrix processes</p>
Reporting and monitoring arrangements	<p>Trends and actions taken will be monitored and discussed at senior management meetings and quality management meetings. Appropriate improvement actions should be agreed and recorded.</p> <p>Senior managers must ensure that feedback is provided to staff and clients regarding the compliments and complaints received; the action taken and how these have been used to improve the service. (Evidence of this must be retained). The method sharing feedback is reviewed annually.</p> <p>Overall improvement records are help in our contract or company Quality improvement Plan (QIP).</p>