

Complaints Policy

[Mandatory Read]



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Policy

1 Purpose and Objectives

The objectives of the policy and this procedure are to:

- To ensure that all staff have a clear complaints procedure to follow when in receipt of a verbal or written complaint.
- To ensure that all complaints are fully investigated to the satisfaction of the person making the complaint.
- To ensure that complaints and feedback are used as a learning process to improve the quality of services To meet the requirements of the Care Standards Act 2000, National Minimum Standard 16 and the Health & Social Care Act 2008.

Relevant laws and regulations include but are not limited to:

- Care Standards Act 2000
- Health & Social Care Act 2008

2 Scope

This policy applies to all colleagues across The Children's Trust (with exception of Fundraising complaints, see policy FR001)

In the instance a staff member wishes to make a complaint, they should refer to the following as appropriate: the Grievance Policy, Bullying Intimidation & Harassment Policy or Whistleblowing

3 Definitions

Unless otherwise stated, the words or expressions contained in this document shall have the following meaning:

the Charity/ organisation/ TCT	The Children's Trust
SOP	Standard Operating Procedure
Complaint	an expression of dissatisfaction (verbal or written) with the care, services or facilities provided by The Children's Trust

4 Policy Statement

The Children's Trust is committed to providing consistently high standards of service.

All complaints must be handled thoroughly without delay and with the aim of satisfying the complainant, learning from the issues raised whilst being fair and open with those involved.

There is a need to view complaints positively as a valuable contribution to improving services. The Children's Trust is committed to identifying lessons learnt so services can be improved.

The Children's Trust will seek to distinguish between requests for assistance in resolving a problem quickly to the satisfaction of family and those complaints that require further exploration in order to identify learning from the issues raised.

5 Stakeholder Consultation

Appendix 1 details the stakeholders who were consulted in the development of this policy.

6 Related Policies and Procedures

The following policies and procedures stated below support the effective application of this policy and SOP:

- Services for Children Policy Statement
- Child Protection and Safeguarding
- CS004 Confidentiality _ SN CHECKING MOST UP TO DATE TITLE/VERSION
- **Policy and Procedure for Record Keeping in Children's Records**
- **Admissions, Discharges and Transitions Policy** Data Protection

7 External References and Guidance

The following external resources and guidance were consulted in drafting this policy and SOP:

- Royal College of Nursing (1995) Issues in Health & Nursing 12: Dealing with Complaints: Guidance for Good Practice. London: RCN
- The Children Act Section 26
- The Children Act Statutory Guidance
- Adoption & Children Act Section 119
- Care Standards Act
- Children's Homes Regulations
- National Minimum Standards for Children's Homes – Standard 16
- The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 (the Regulations 2009)
- Department of Health: Listening, Improving, Responding
- NHS Constitution
- Principles of Good Complaint Handling, Parliamentary and Health Service Ombudsman
- Making Experiences Count – A New Approach to Responding to Complaints
- Supporting Staff, Improving Services – Guidance to support implementation of the
- National Health Service (Complaints) Amendment Regulations 2006 (1/9/06) • NHSLA Risk Management Standards Regulations 2012/13 Criterion 2.3 [XYZ]