



Compliments & Complaints Management Policy/Procedure

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Person responsible for policy implementation and review: CEO, Clinical Director, Operations Director and Clinical Administration Manager

Document Control

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| March 2024 | v003 | All job titles updated; all mentions of IAPT updated to read NHS Talking Therapies, Business Support Manager to now log compliments and send a Thank you email to all formal compliments (Compliment Form updated to reflect this additional step), Complaints procedure divided into "Informal" and "Formal" complaints. | Lucy Squire | Patrick Kwesiga |
| July 2025 | v004 | Clinical Admin Manager to log compliments and complaints | Harriet Squire, Lucy Squire | Lucy Squire, Patrick Kwesiga |

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1. Introduction

1.1. Living Well Group (LWG) is committed to provide a high-quality, responsive, client and carer-led service. To maintain this, we need to take account of the views and wishes of those we are here to support. We welcome every opportunity to monitor and improve our service and having a “Compliments and Complaints” policy and a clear procedure for resolving complaints is one way of doing this.

2. Compliments

2.1. Compliments are valuable, welcome and important to us. When they are received, either verbally or in writing, they will be recorded on our Compliments Log.

2.2. Compliments enable LWG to:

- Understand that our service is being provided to the clients' satisfaction
- Provide positive feedback to our staff
- Influence our organisational and service development
- Inform our quality assurance programme

3. Compliments procedure

3.1. The compliments procedure is as follows:

- 1) Compliment is received either verbally or writing
- 2) An acknowledgement email or letter is returned to the individual
- 3) Compliment is logged and dated on the Compliments Log for the appropriate service/Service Provider
- 4) Compliment is reviewed by management team weekly through Clinical Governance meetings
- 5) Acknowledgement is sent to service/Service Provider
- 6) Bi-monthly management meetings where compliments are shared and further improvements to service developments are expressed to service providers.
- 7) Clinical Administration Manager will log compliment and send a Thank you email to all formal compliments.

4. LWC Compliment Form

| PERSON MAKING THE COMPLIMENT | |
|--|--|
| Name: | |
| Service user: [FTB/ TT/ CYP] | |
| DETAILS OF THE COMPLIMENT | |
| Organisation Name | |
| Date compliment received | |
| How was the compliment received? (i.e. by phone, letter, in person) | |
| Nature of compliment | |
| Date acknowledgement email / letter sent. | |

5. Complaints

5.1. Complaints are valuable, welcome and important to us as they help continual improvement. When they are received, either verbally or in writing, they will be recorded on our COM 1 Form and dealt with appropriately by a member of the management team. Complaints enable LWC to:

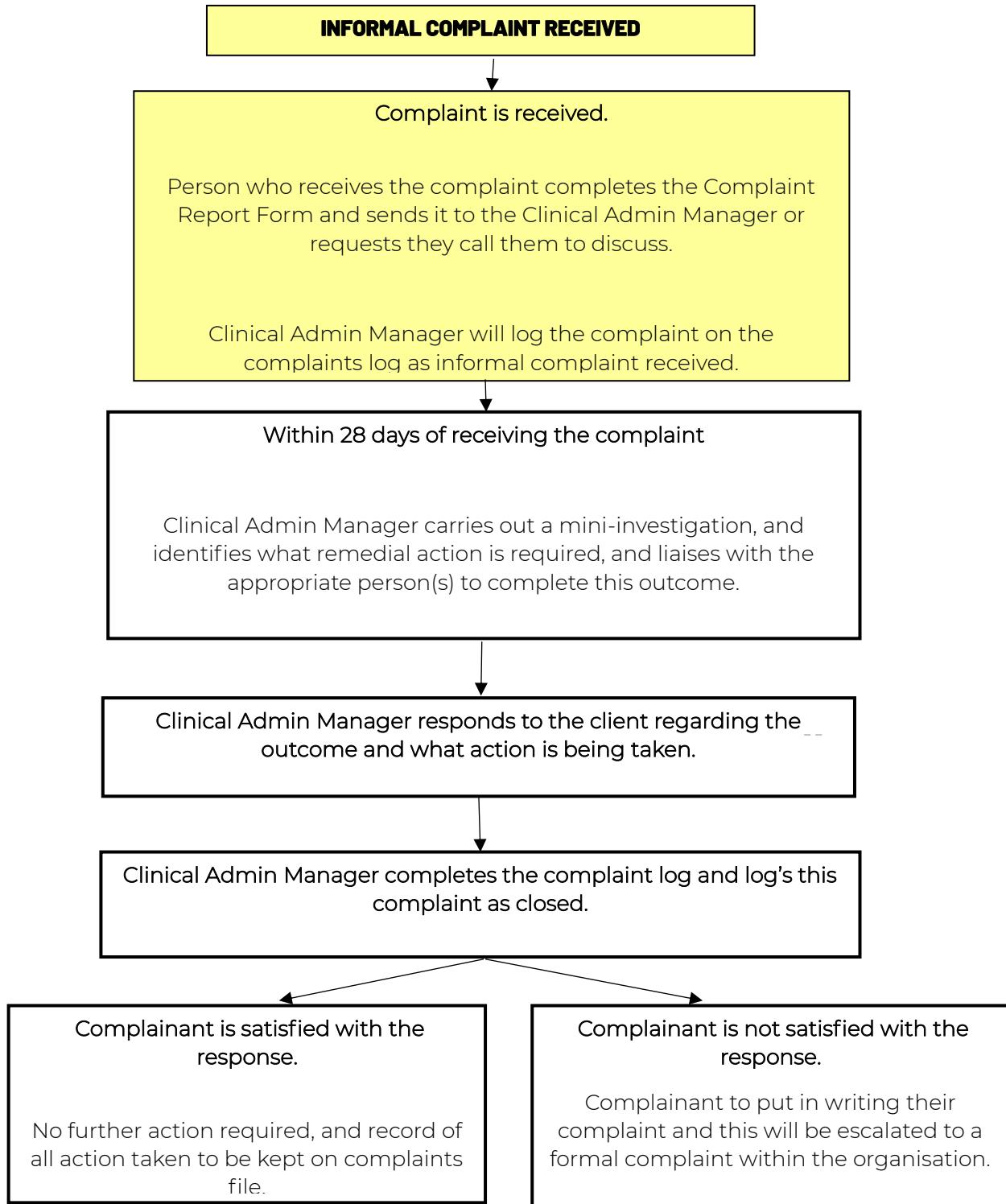
- Ensure our services remain at a high and improving standard
- Influence our organisational and service development
- Inform our quality assurance programme
- Identify lessons learnt and make changes to the services as required.

5.2. Complaints fall into 3 categories:

- **Informal**- informal complaints are when a client/carer or other stakeholder makes contact directly to express dissatisfaction, but the issue can be resolved either immediately or quickly without the need to conduct a full investigation. An example of an informal complaint is when a client rings about waiting times and we are able to resolve the issue there and then without needing further investigation.
- **Formal**- A formal complaint is when a complaint is made in writing and a full investigation and response is required to the complainant. Sometimes formal complaints are received directly to the service or via the commissioners, PALS, GP etc.
- **Appeals**- If the complainant is not satisfied with the response to their complaint, they can outline the reasons for their dissatisfaction in writing and send it to Living Well via post or email.

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6. Complaints procedure- Informal Complaints



* Form COM1

** copy of all correspondence to/from complainant and supporting evidence to be kept on Complaints File

7. Complaints procedure- Formal Complaints

FORMAL COMPLAINT RECEIVED

Complaint is received

Person who receives the complaint completes the Complaint Report Form and sends it to the Clinical Admin Manager, or emails into LWC Info inbox. Clinical Admin Manager will log the complaint on the complaints log as formal complaint received.

Clinical Admin Manager responds to the complainant with acknowledgment of their complaint in writing. Advising complaint timeline of up to 20 working days to be investigated and respond.

Clinical Admin Manager will gather the main facts and complete the investigation with support of the Operations Director, Clinical Lead and Provider (when required)

Investigation begins, including other staff/Providers as necessary. After this first part of the investigation, the Clinical Admin Manager, Clinical Lead and Operations Director will meet to discuss findings and actions required.

Clinical Admin Manager responds to complainant in writing with feedback from the investigation and the outcome.

Complainant is satisfied with Clinical Admin Manager response
No further action required, and record of all action taken to be kept in the complaints folder

Complainant is dissatisfied with response.
Complainant email will be reviewed further and further investigations completed. If the matter is not resolved to their satisfaction following this process, details of the Executive Team will be provided for further escalation.

Within 20 working days of escalation
Executive team investigate complaint further and send written response to complainant.

Complainant is satisfied with Executive response
No further action required and record of all action taken to be kept on complaints file.

Complainant is dissatisfied with Executive response
Executive informs complainant in writing that they are escalating it to the Board.
Executive shares all complaint correspondence and information with the Board.

Within 20 working days of escalation
Following this the Board will confirm the outcome to the complainant in writing.

This will be the final stage of escalation.

* Form COM1

** copy of all correspondence to/from complainant and supporting evidence to be kept on Complaints File



8. Complaint Report Form (COM1)

| PERSON MAKING THE COMPLAINT | |
|---|---------------------------|
| Name | |
| Address | |
| Telephone number(s) | |
| Email address: | |
| Name of client and iaptus number if applicable. | |
| DETAILS OF THE COMPLAINT | |
| Date complaint received | |
| How was the complaint received? (i.e. by phone, letter, in person) | |
| Nature of complaint | |
| What action have you taken to date? (please include any documentation, i.e. emailed or written response) | |
| Is this complaint about LWC or other Provider? Please state which Provider. | |
| Who is investigating this complaint? | |
| When did you escalate this? | |
| ACTION TAKEN: | |
| Description of action taken: | Date action taken: |
| | |
| | |
| | |
| Outcome has the complaint been upheld: | |
| Date, outcome letter sent to client / complainant | |