



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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| January 2019 | v001 | Policy implemented | N/A | N/A |
| August 2022 | v002 | N/A | N/A | N/A |
| 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.

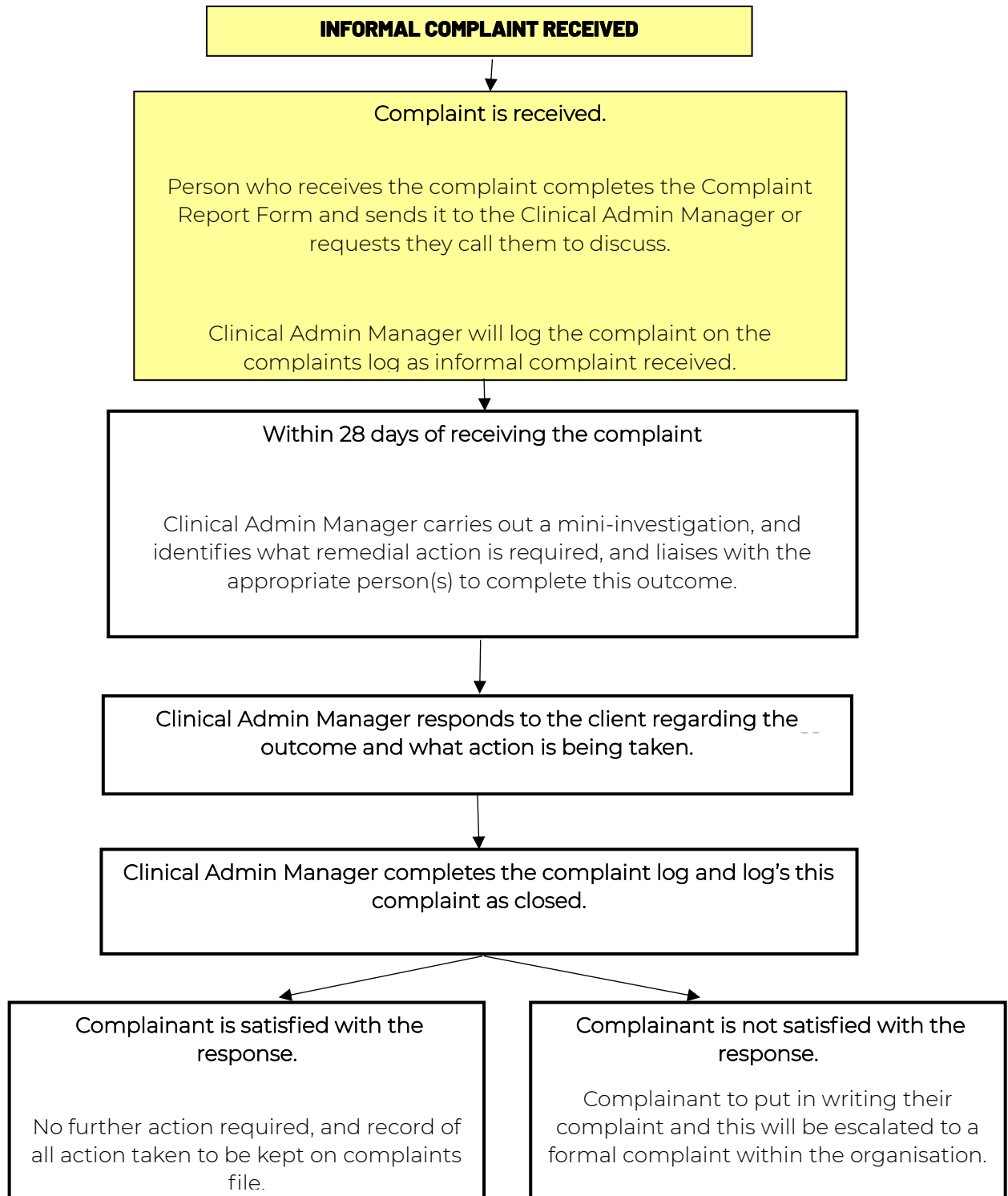
4. LWC Compliment Form

| 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.

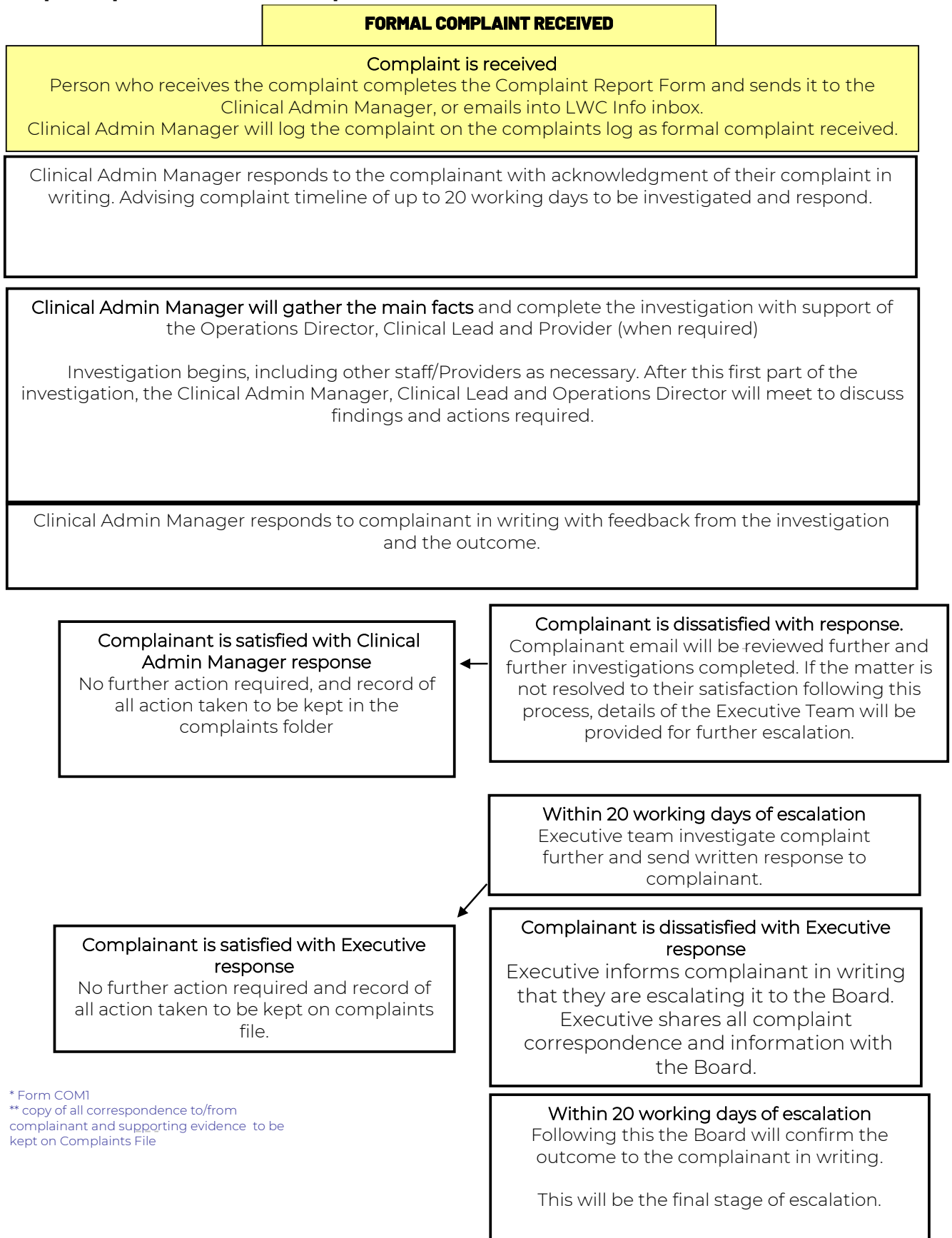
6. Complaints procedure- Informal Complaints



* Form COM1

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

7. Complaints procedure- Formal Complaints



* 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 | |