

Responsibility / Author	Clinical Manager
People intended for	Clients, their carers and families, and the general public
Review frequency	Annually
Date last amended	3 rd December 2022
Date approved by the board	19 th December 2022
Review date	January 2024
Document version	1.1

Complaints policy

1. Policy statement

The purpose of the complaints policy is to ensure that anyone who makes a complaint about any aspect of We Hear You (WHY) has their complaint taken seriously. The complaint should be investigated and resolved (where possible) as quickly as possible.

The policy is for clients, their carers and families, and the general public. Information about the complaints policy will be made available to all clients and their family members/carers.

Procedure

- Complaints of a superficial nature should be dealt with informally at the time of complaint.
- This policy requires all staff and volunteers to inform their line manager if a complaint is made directly to them in the first instance. If the complainant is not satisfied with the action taken, or if the complaint is of a serious nature, then the matter should be reported immediately to the Chief Executive Officer of WHY or the Chair of Trustees. When requested the client and/or family member or carers will be given support in using the complaints policy.
- The Chief Executive Officer will then ask an appropriate member of staff to investigate and report the findings within five working days.
- All complainants will receive a written acknowledgement within two working days of receipt of their complaint that the matter is being investigated, unless a full reply can be sent within five working days, and a full or interim report will be sent to them within 20 working days of the date of receipt of the complaint.

- When the investigation is complete the Chief Executive Officer will make a decision as to what action should be taken which may include further investigation.
- The decision made and the actions taken shall be conveyed to the complainant in writing within the time limit previously stated. The Chief Executive Officer may use his/her discretion as to whether a visit would be helpful as well as, or instead, of a letter.
- If any complainant remains dissatisfied, the Chair of Trustees will do their own investigation and respond to the complainant within a further two weeks.
- All correspondence and notes referring to complaints will be kept in digital form only and stored with password protection in a secure folder.

A register of complaints is maintained including action taken. Trustees will receive a complaints report at their quarterly meeting. This gives a brief anonymous summary of the complaint and the action taken.