

COMPLIMENTS AND COMPLAINTS POLICY

Introduction

Learning Disability Wales values the views of our members and the wider community and welcomes feedback on our services, both positive and negative, in order to make our services better for the future. We are committed to delivering a high standard of service and achieving excellent working relations with those that deal with us. We aim to be fair and considerate to our members and anyone who uses our services. We welcome feedback, both positive and negative on the service we provide.

This policy provides guidance on how to deal with compliments or complaints in an unbiased and transparent manner.

Valuing your views:

All members and anyone who uses our services and offers compliments or complaints will be:

- treated with courtesy and respect
- treated as an individual with the right to be heard
- given equal respect in relation to their ethnic origin, age, gender, disability, sexual orientation and religious beliefs
- respected with regards to their privacy and have their issues treated in confidence
- listened and responded to and answers given to their comments or complaints

1. How can you make a compliment or complaint?

If a member of our staff has helped in a way that someone would like to be recognised or if there is a problem with any aspect of our service delivery then we will encourage others to tell us formally.

If someone is happy or unhappy with a particular aspect of the service provided by Learning Disability Wales – for example, the effectiveness of staff in carrying out a task requested, the length of time it took to receive something or the way a member of staff spoke to them, then they can give their comments to us using the following procedure:

- Contacting us via our website
- Contact us in writing.
- Contacting the us by phone and your comments can be recorded on your behalf by a member of staff, And given to the appropriate manager.

2. **How we will process a Compliment or Complaint**

2.1 Compliments received will be actioned through the following process:

- The CEO and the appropriate Manager will see all initial compliments when they first come in.
- The CEO and the appropriate Manager will then forward the compliment to the appropriate department to acknowledge and action.
- Once a compliment has been received, an acknowledgement letter must be issued within one week of receiving it to the person thanking them for their feedback. This will be carried out by the Manager of the department that the compliment refers to, or the CEO if the suggestion is general in its content.
- All compliments will then be passed onto the staff team for comment, and will then be logged in a centrally to record evidence of good practice within the organisation.

2.2 Complaints received will be actioned through the following process:

- The CEO and/or the appropriate Manager will see all initial complaints when they first come in.
- The CEO and/or Manager will then forward the issues raised to the appropriate department to acknowledge and action.
- Once a complaint has been received, an acknowledgement letter must be issued within one week of receiving it to the person who made the suggestion, thanking them for their feedback. This will be carried out by the Manager of the department that the complaint refers to, or the CEO if the suggestion is general in its content.
- The CEO will meet with the appropriate Manager within two weeks of receiving the complaint, to discuss the issues raised and agree actions forward. Most problems should be, whenever possible, sorted out quickly and within those meetings.
- Following the meeting to agree actions to resolve the issues raised, a second letter will be issued to the person who logged the concern initially, detailing the actions to be taken by Learning Disability Wales as a result of their complaint. This letter will be issued by the appropriate Manager in charge of the area that the complaint refers to, or the CEO if the suggestion is general in its content.
- All complaints will then be logged centrally along with agreed actions and copies of the response letters as evidence of good practice in dealing with concerns.

2.3 Complaints specifically about the CEO will be actioned through the following process:

- Any complaint surrounding the CEO will be addressed to an Honorary Officer of LDW, with a copy being sent to the Chair.
- The Honorary Officer concerned will then contact the CEO and apprise them of the nature of the complaint and arrange a meeting within two weeks of receiving it.
- An acknowledgement letter must be issued within one week of receiving the complaint by the Honorary Officer, to the person who made the complaint, thanking them for their feedback.
- The Honorary Officer and CEO will then meet within 2 weeks of receiving the complaint to discuss it in more detail and to agree any actions that will be taken by LDW in addressing the concerns raised.
- A follow-up letter will be sent to the person who sent in the complaint, containing a summary of the actions agreed, if any, surrounding the complaint made.
- All complaints will then be logged centrally along with agreed actions and copies of the response letters as evidence of good practice in dealing with concerns.

3. What happens if we have not dealt with your Complaint properly or adequately?

If you feel that we have not dealt fairly or satisfactorily with the complaint, as a result of actions agreed to be taken in the letter they receive, then the complaint will be forwarded to the Chair of the Management Committee, along with details of the suggested actions, who will discuss the initially agreed actions and reasons for them with the CEO and Honorary Officer if relevant.

The Chair of the Management Committee will then discuss the initial concerns with the Honorary Officer, or if the original complaint was about the CEO, with another Management Committee member who was not originally involved.

The Chair, having seen the correspondence to date and discussed the matter with the appropriate senior staff member and fellow management colleagues will then action one of the following:

- A final letter will be sent to the person making the complaint by the Chair, explaining the views reached by the Management Committee member(s) on the issue and supporting the agreed actions that were carried forward. This written response will be the Committee's final decision.

Or

- A final letter will be sent to the person making the complaint, detailing any additional actions which the Chair feels are appropriate within the context of the situation, and which have been agreed with the Honorary Officer. This written response will be the Committee's final decision.

Any additional correspondence surrounding the original complaint will be filed within the central office comments file as evidence of good practice in dealing with issues raised.