



Complaints Procedure QP03-03

Summary	
Part 1	To ensure a clear process for any person wishing to make a complaint about any aspect of service delivery provided by Imagine Independence
Part 2	To provide a method for complaints and concerns to be investigated and resolved by the organisation and ensure complaints are collated and reviewed.
Scope:	<ul style="list-style-type: none"> • People currently using Imagine Independence's services and their families/significant others • People seeking services from Imagine Independence • Those who ceased using a service within the past 6 months • All other stakeholders
Responsibility	
All Imagine Independence staff, volunteers and management	

Supporting Documents	QP03-03 Complaints policy D52 Complaints procedure leaflet- Client information D52A- Complaints information leaflet – easy read D54 Complaint process form D62 Record of Complaint Form – End of Month Return
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Part 1 Making a Complaint

Imagine Independence wants to hear any compliments, concerns or complaints you may have about the services we deliver.

We aim to provide high quality services and want all the people we support, and other stakeholders, to be satisfied. However, this may not be your experience and, if so we want to hear about it. It is your right to make a complaint, they:

- Are about *speaking up about something you do not like, or you are not happy with.*
- Can be a *good way of making things change for the better.*
- Enables us to get *constructive feedback and consult with you on improvements.*

We believe that knowing about any complaints you will assist us in delivering a good quality service and will help us to continuously improve what we do and how we do it.

If you do choose to make a complaint, we will never discriminate against you. It will not affect the care, support or services you receive and we will always support you to have your say.

1.0 Your complaint may be about the:

- Support you receive, or in the case of carers/referrers, received by someone you support
- Behaviour of another person e.g. client, staff
- Any other area of Imagine Independence's services.

2.0 Raising a Concern or Making a Complaint

There are a number of ways you can make us aware of your complaint:

2.1 Speaking to someone about your complaint

- If it is possible, please speak with the staff or manager of the service about which you have a concern or complaint. This can be a much easier and less stressful way to get your problem solved, and it is often the quickest too.
- If you are unable to do this, or you have previously made an informal complaint that has not been resolved to your satisfaction, then you may want to make a formal complaint.

A telephone line at our Head Office is available for anyone who uses Imagine Independence's services, the number is:

0151 703 7797

Please note If you use this number you can only leave a message about your complaint, as it is linked directly to a dedicated complaints' answering machine. The messages are only picked up during office hours and are then forwarded to the Quality Team. You will not have a response in the evening or at weekends.

If you use this method, please leave your contact details so that you can be responded to as soon as possible

2.2 You can put your complaint in writing

A complaints form (D52) is available for you to record your complaint and contains details of where to send it.

You may wish to write a letter detailing your concerns or complaints. Please specify your name and contact details, so someone can contact you. This can be sent directly to the service for the attention of the Manager or Team Leader. Letters can also be sent to our Quality Team at Head Office who monitor our complaints system:

Address	<i>Imagine independence Hope Street Liverpool L1 9BQ</i>
Telephone:	<i>0151 709 2366</i>
Email:	<i>quality@imaginementalhealth.org.uk</i>

You will receive an acknowledgement within 5 working days (Mon-Fri) of receipt and your complaint will be passed to the senior manager for your service for them to deal with.

3.0 Our Response

We will normally respond to your complaint within 10 working days.

3.1 For informal concerns or complaints raised.

Service Manager/Team Leader will discuss the matter with you and tell you what action they will take.

If you are **not happy with their response**, or if your complaint is about them, you should take your complaint to their line manager, or contact our Quality Team as detailed above.

3.2 Formal Complaints

Stage 1: Investigation by the appropriate manager

- I. The appropriate manager will look into your complaint, investigate your concerns and try to sort it out within 5 working days (Mon-Fri). They will aim to send you a full written response within 10 working days (Mon-Fri) but will let you know if it is going to take longer.
- II. If you are not satisfied with the response, please contact our Quality Team who will arrange for a review

Stage 2: Review by an appropriate manager

A manager will be appointed to review your complaint and send you a full written response within 10 working days [Mon-Fri]. They will let you know if it is going to take longer than this. We hope that by this stage you will be satisfied with how your complaint has been sorted out. However, if you are still not happy, please contact our Quality Team and ask for details of the next level of management to which an appeal can be made (e.g. Head of Services, Assistant Director).

Stage 3: Appeal

A more senior manager will review your complaint through the appeal process and send you a full written response within 10 working days (Mon-Fri).

Part 2 Organisational Systems

1.0 Informal Complaints/Concerns

Defined as 'minor criticisms, grumbles, and expressions of dissatisfaction or discontent' that may require a response, but which may not need to be pursued through a formal route'.

Where possible, concerns and informal complaints should be addressed at source by either the staff or team leader/manager.

- This must be done within 5 working days of the concern being raised.
- The details of the concern and outcome must be entered in the client's log (if applicable)
- An entry must be made on the D62 form 'complaints end of month return'.
- Where the concern cannot be addressed by the staff/team leader/service manager, the concern then becomes a formal complaint

2.0 Formal Complaint - an 'expression of dissatisfaction requiring a formal response'

2.1 Receiving the complaint:

The complaint may be sent directly to the staff or manager of a service, other senior manager, the Quality Team, or through a message on the complaints phone line.

2.2 The person who receives the initial complaint, either verbally or in writing, will complete a complaint process form - D54 within 24hrs of receiving the complaint. This will be forwarded to the Quality Team for central logging of commencement of complaint, and the senior manager for the area, who will allocate a manager to complete the investigation and inform the Quality team that this has been done.

2.3 An acknowledgement letter and phone contact will be sent/made **within 3 working days** of receipt of complaint into the Quality department. This will confirm we are looking into the complaint and that this will include meeting them or discussing with them further. If a meeting is appropriate, this will be held in a location of the complainant's choice.

Stage 1: The Investigating Manager

- The investigating manager will be responsible for resolving the complaint to the complainant's satisfaction, if at all possible.
- The timeframe for completion of their investigation is 10 working days from when the investigating manager receiving the complaint.
- If it is perceived that it will take longer to resolve the complaint, the investigating manager will inform both the complainant and the Quality Team, giving a revised date for completion of the process.

The investigating manager will use the record of complaint investigation process (D54 form) to record a summary of the investigation, clearly stating the outcomes and any lessons learned. A copy is sent to Quality Team on conclusion. This should include an indication of whether the complainant is satisfied with the outcome. This will be completed within 5 days of conclusion.

On receipt of the D54 complaints process form, the Quality Team will update details on the central complaints log. Any lessons learned, resulting in changes to systems, will be recorded through the Quality Team's reporting process and shared with relevant senior managers. The latter will be charged with ensuring that any learning from a complaint is cascaded through the organisation as appropriate.

Stage 2: Review

Where a complainant is unsatisfied with the outcome from the investigation they may request a review. The record of complaint process form D54 will be forwarded by the Quality Team to the next allocated manager to complete a review. They will complete the *Stage 2* part of the record and complete the review process.

A copy of this is sent to Quality Team on conclusion. This should include clarification of whether the complainant is satisfied with the outcome. This is to be completed within 4 days of concluding the review.

Stage 3: Appeals process

If the complainant remains dissatisfied with the outcome, they may appeal to the relevant Assistant Director. If the Assistant Director has been part of the investigation at any prior stage,

then the appeal will be referred to the Chief Executive Officer who will confirm who will manage this process. This could be an internal or external person, who will be suitably experienced and qualified to undertake this role. An appeal at this stage must be submitted in writing and sent to Imagine Independence's Head Office.

The final, *Stage 3*, part of the complaint process form D52 will be used to record the outcome and returned to the Quality Team for central logging.

3.0 Reporting and Monitoring

A monthly report is provided to the Senior Management Team and a Quarterly report to EMT for their information. This will then be reported on twice a year to the Board of Trustees.

The operational audit process ensures an audit is completed in all services, which is monitored through the central internal system.