

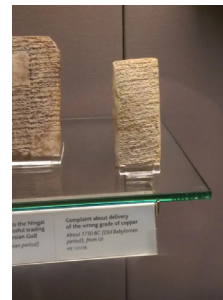
10 Minute Tutor Complaint Handling (HB) Handout

You can use this handout along with the accompanying video.

Complaints are a fact of life.

A complaint was found dated 3500 years ago, carved in a stone tablet complaining about a delivery of copper.

We all have the right to complain when dissatisfied with a service/product...



What is a complaint?

In line with Putting Things Right, the definition of a complaint is:

'Complaint' means any expression of dissatisfaction;

'Concern' means any complaint; notification of an incident concerning patient safety or, save in respect of concerns notified in respect of primary care providers or independent providers, a claim for compensation.

How visible are your concerns posters and information leaflets to the general public?

If you were approached by someone who wanted to raise a concern, would you know where to signpost them? Can you log the complaint yourself?

Is your complaint information available in alternative formats such as CD, large print, braille, Welsh language, BSL etc...

Does your organisation accept oral complaints?

Does your organisation keep a list of relevant advice and advocacy organisations in their locality such as the CHC?

How visible and accessible is your complaints policy?

Minimum Standards

In line with PTR (Putting Things Right) there are two stages in the complaint process.

Stage 1 – on the spot. Resolved by the end of the next working day.

Stage 2 – Formal Investigation. Aim to issue final response within 30 working days.

Good Principles of Complaint Handling

Complainant Focused

Complainant to always be at the centre of the complaints process.

Simple

Complaints process should be well-publicised, have easy-to-follow instructions and have no more than two stages.

Timely and Effective

Investigations should be thorough, yet prompt

Fair and Objective

Complainants and staff complained about should be treated equally and with dignity.

Accountable

Complainants should receive an honest and clear explanation of the finding of an investigation.

Committed to Continuous Improvement

Decision makers should regularly review the information gathered from complaints when planning service delivery.

The benefits of receiving concerns/ complaints

An opportunity to
apologise for failures

Learning from concerns
to improve quality and
standard of care

Reduce incidence of
similar issues arising
again

Increased public
confidence in the
service provided

Opportunity to put
things right