

Front Line Service Stage 1 Complaints

COMPLAINTS STANDARDS AUTHORITY



Complaints are an integral part of frontline service.



Where possible, complainants will tell you straight away that they have a concern.



Examples of this could include:

I am very unhappy with how they spoke to me

I'm not happy with the cleanliness of this room

You may notice that your service user does not need to use the word complaint.

Is this a complaint?



Instead, you should know the definition of a complaint under Putting Things Right...

“complaint” (“*cwyn*”) means any expression of dissatisfaction;

“concern” (“*pryder*”) 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;

If it meets this definition, then you should treat it as a complaint.

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If you think someone is making a complaint you can say:

Thanks for letting me know about this. I'm going to treat this as a complaint.

I'm going to record this as a complaint for you.

This is something we would consider a complaint.

The maximum timeframe for resolving a complaint at this stage is

48 HOURS

48 hours is the end of the next working day



This step should be completed as soon as possible, usually 'on the spot'.

In most cases, you should be able to resolve the concern immediately with an apology, explanation or remedy.

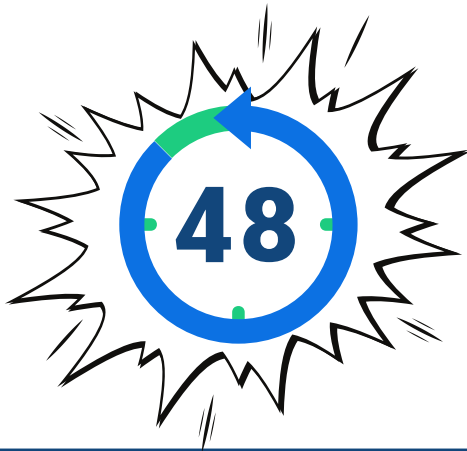
I'm sorry this happened.

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If the complaint is complex and is going to take more than 48 hours,



or if they are still unhappy,

I'm not happy with your outcome



you should escalate the complaint to the next stage.

STAGE 2

If this happens, you should be able to tell the complainant what will happen next

Stage two usually takes 30 working days



Finally, you need to ensure that the complaint is recorded on the central system.

Record a complaint



What happened?
What did they want?
What was the result?