



# Pioneering Care Partnership (PCP) Compliments, Comments and Complaints Policy

## Aim

This Policy defines how the Pioneering Care Partnership (PCP) will deal with any compliments, comments and complaints made by users of our services or any external organisations or partners. Compliments, comments and complaints will be welcomed, encouraged and valued by PCP as a way of continuously improving services.

## Policy Statement and Principles

PCP will, through the implementation of this policy:

1. Recognise that compliments, comments and complaints provide valuable information, which can inform the improvement of quality of service provision.
2. Ensure all service users, staff and volunteers are aware of this procedure via internal staff/volunteer induction and our publicity strategy
3. Ensure complainants and their representatives receive a prompt and considered response where appropriate.
4. Facilitate support for complainants, through provision of information in suitable formats.
5. Recognise the importance of confidentiality in the application of this procedure.

## Scope

This Policy applies to all staff who work for PCP whether full-time or part-time, self-employed, employed through an agency or as a contractor. This Policy also applies to PCP volunteers, including PCP Trustees and work placement students.

## Exclusions

This Policy is non-contractual.

## Definitions

**Compliment** – A compliment is an action or remark that expresses approval, admiration or respect.

**Comment** – A comment is a spoken or written statement that expresses an opinion about someone or something.

**Complaint** - A complaint arises when an issue is brought forward that remains irreconcilable and the party wants formal consideration of the issue.

## Responsibilities

**Trustees** are responsible for approving and reviewing this Policy as part of the review cycle.

**Senior Managers** are responsible for ensuring that the Policy is reviewed, disseminated and implemented and addressing any concerns raised through this Policy.

**Human Resources** are responsible for ensuring that this Policy and associated procedures remain compliant with legislation.

**Line Managers** are responsible for applying the Policy and procedures, communicating the Policy to staff, ensuring staff operate in the public interest and eradicating any potential poor practice within operational teams.

**Employees & Volunteers** are responsible for upholding best practice standards, reading and operating within PCP policies and procedures and adhering to PCP core values.

### Related Policies and Procedures

This Policy should be read in conjunction with the following PCP policies, procedures or guidance:

- Charter of Service Standards
- Core Values Statement
- Equality & Diversity Policy, Code of Practice and Statement
- Confidentiality Policy
- Data Protection Policy
- Quality Policy

### Monitoring and Review

This Policy will be reviewed by Human Resources on a regular basis to ensure that it remains compliant. A full formal review will also take place every 3 years by Senior Management Team as part of the Policy Review Cycle, and approved by the Board of Trustees.

The Impact Assessment will be monitored and reviewed every 3 years by HR as part of the Policy Review cycle.

**August 2018**

### Policy document tracking

Action	Date(s)
Draft to SMT:	8 <sup>th</sup> August 2018
Draft to Board:	20 <sup>th</sup> August 2018
Ratified by Board:	20 <sup>th</sup> August 2018
Approved Policy circulated to SMT:	2 <sup>nd</sup> October 2018
Approved Policy uploaded to shared:	2 <sup>nd</sup> October 2018
Approved Policy circulated to staff:	2 <sup>nd</sup> October 2018
Interim Review Date:	As required
Main Review Date:	August 2021
SMT Lead for Review	Lynsey Todd