

Policy for dealing with Complaints and Suggestions

Introduction

Parish Nurses are registered nurses who are employed or appointed by Churches in Croxley Green CIO to lead whole person health ministry. Parish Nursing Ministries UK is a charity that provides training, coordination and resources to help and support this practice. This policy is a model that could be adapted to local requirements and adopted by the local church.

Policy aims

Churches in Croxley Green CIO aims to maintain a high standard of services at all times. The organisation recognises, however, that sometimes people may wish to make suggestions, comments or complaints about a service they receive, or the staff who provide services. Such suggestions, comments and complaints, which are an important part of measuring the quality and performance of the service, will be welcomed. Every effort will be made to solve any difficulties that service users, or their representatives may have experienced, as quickly as possible.

Scope

All staff, volunteers and clients.

Principles

A complaint is defined as “a request to deal with a grievance that is causing distress, discomfort or concern”. A suggestion is an idea that will expand or improve service or employment practices.

Policy

1. In most instances, complaints and suggestions will be resolved swiftly at local level.
2. If the complaint is made verbally, the member of staff receiving the complaint should make a written record of the complaint, which the complainant should sign to indicate that they wish to proceed with it.
3. If the person who receives the complaint or their immediate manager is not able to resolve the matter, then the complaint should be referred to a trustee of the CIO.
4. The trustee must acknowledge all formal complaints in writing within 5 working days. The letter should confirm that the complaint will be investigated and that the results of the investigation and how they will be addressed will be sent in writing as soon as possible. If the person making the complaint has a communication difficulty, then every effort must be made to help him/her understand the procedure by appropriate means.

5. Investigations must be carried out into each complaint, and will normally involve personal contact with the complainant. Such investigations will be completed within fifteen working days of the complaint being received.
6. A full written response will be sent to the complainant within twenty-eight days of the original acknowledgement.
7. If the complaint is found to be valid, action must be taken to ensure that there is no repetition, and a full apology should be offered.
8. When a formal complaint is received, details should be recorded on a fresh sheet of paper as follows:
 - a. Time, place and date of complaint;
 - b. Description of complaint
 - c. Action taken at the time of the complaint;
 - d. Name(s) of staff or other people involved;
 - e. Description of actions taken by staff, or other people to resolve the situation;
 - f. Description of which actions are necessary to prevent re-occurrence of the situation;
 - g. Signature of person in charge;
 - h. Signature of complainant or representative
 - i. Date.
9. Completed complaints documentation will be kept on file together with other written complaints documentation in line with General Data Protection Regulations.
10. Staff will be made aware of this procedure as part of their induction training.

Methods of Distribution

This policy will be made available to all staff and volunteers and will be provided to clients on request.

Methods of distribution.

Copies should be made available to all those working in any capacity on behalf of the charity

Review dates: May 2018, April 2019
