



COMPLAINTS AND COMPLIMENTS POLICY

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1. INTRODUCTION

Vivo takes all complaints and compliments raised very seriously. This Policy is designed to manage customer and external feedback into Vivo. It aims to lay out clear guidance and process for dealing with complaints and compliments.

This Policy is written to ensure that:

- Complaints are dealt with efficiently and openly
- Complaints are properly investigated
- Complainants are treated fairly with respect and courtesy
- Complainants receive, as far as is reasonably practical, assistance to enable them to understand the complaints procedure and advice on where they may obtain such assistance
- Complainants receive a timely response
- The investigation outcome is communicated to complainants in a timely manner
- We are committed to responding in communication that is appropriate and in plain English
- Compliments are processed and fed back to Vivo positively

2. SCOPE OF POLICY

This Policy is for:

- Service Users
- Carers
- Families
- Staff
- Workers from other agencies
- Members of the public
- Volunteers

This policy is for any of the above who may wish to:

- Give a compliment
- Share a concern
- Make a complaint
- Make a suggestion

- Give feedback

N.B For internal/employee complaints the Grievance Policy should be referred to.

3. AIMS

Vivo is committed to *high quality care for all* as a core principal of our vision and purpose. We will ensure that Service Users and their representatives can seek advice, give feedback or make a complaint about the services we provide.

4. HOW WE IMPLEMENT THIS POLICY

There is a three stage complaints process however it is good practice to try and resolve minor complaints at local level:

- **Stage 1** – Process
- **Stage 2** – Investigation
- **Stage 3** – Appeal Stage

When a concern / complaint is raised locally it should be dealt with immediately as part of good customer care. All complaints should be logged even if this has been dealt with immediately.

Stage 1

This is the first formal stage and we will acknowledge receipt of your complaint within 5 working days. Our acknowledgement can be made verbally or in writing and we will advise you on:

- The name of the person who is dealing with your complaint
- Discuss your complaint with you and check we understand what it is you are dissatisfied with and what outcome you are looking for
- Agree a date or timeframe by which you can expect to receive a response to your complaint and what will happen if we cannot meet the agreed timeframe

Our aim is to resolve complaints as quickly and as close to where we provide the service, stage 2 complaints are usually investigated by the service involved.

Stage 2

Stage 2 deals with complaints that have not been resolved through the stage one process. Often more complex situations needing a detailed investigation may need to progress to stage 2:

- If you remain dissatisfied following our initial investigation and you feel there is further information or evidence that was not considered you can ask for your complaint to be looked at again by a more senior member of staff.
- You will need to let us know in writing within 14 days of the date we responded to your initial complaint in order for us to review your complaint.
- At this stage, we may ask you to provide further details to aid with the investigation and let us know why you are still dissatisfied.
- The complaint will be acknowledged the same way as stage 1.
- We will look at how we initially dealt with your complaint in the first instance and respond to any further related issues that you have raised with us.

Stage 3

Following completion of the above two stages, the final stage of the complaints process is to appeal. You can appeal to the Director of Quality.

Once the appeal has been received and the complaint meets the criteria for stage 3, the complaint will be allocated to the Director of Quality to review the investigation. The outcome of the complaint will be sent in writing to the complainant within 28 days of receipt of the appeal.

Stage 3 is the final stage of our complaints procedure. There is no further right of appeal through Vivo Care Choices.

If however you still remain dissatisfied we will inform you of your right to take your complaint further and provide details for relevant external body.

5. PROMOTING THE COMPLAINTS PROCEDURE

It is important that the process for making complaints is well-publicised both to anyone wishing to make a complaint and those acting on someone's behalf.

Additionally, complainants should be given assistance to enable them to understand the complaints procedure and advice on where they may obtain such assistance. Details are displayed on Vivo's web page, www.vivocarechoices.co.uk. Complainants should also be told they have a right to alert the relevant body to their complaint if appropriate.

6. MONITORING AND LEARNING FROM COMPLAINTS

Information regarding complaints will be provided to Vivo Quality Assurance Sub-Committee and the Leadership Team on a regular basis.

Following closure of a complaint, wider learning may be taken from each case. Any complaints of medium or high severity may be discussed at Operational Managers' meetings, so learning can be shared.

7. COMPLIMENTS

Compliments are valuable, welcome and important and enable Vivo to:

- Understand that our services are being provided to the customer's satisfaction
- Provide positive feedback to our staff
- Influence service development

8. CONFIDENTIALITY

All complaints received will be dealt with confidentially and in accordance with the Data Protection Act 1998. We will only disclose information to others as is necessary to complete any investigation.