



CITY HEALTH CARE PARTNERSHIP FOUNDATION

COMPLAINTS POLICY AND PROCEDURE

1 INTRODUCTION

City Health Care Partnership Foundation strives to carry out its activities in a way that is fair, efficient, effective and professional. However, we acknowledge that there may be occasion when unfortunately people have concerns or complaints and we have put in place a Complaints Policy and Procedure to address this.

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of City Health Care Partnership Foundation. Complaints may come from any person or organisation who has a legitimate interest in City Health Care Partnership Foundation and could be received verbally, by phone, by email or in writing.

2 SCOPE OF POLICY

The policy applies to all activities of the City Health Care Partnership Foundation.

3 AIMS AND OBJECTIVES

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at City Health Care Partnership Foundation knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

4 ROLES AND RESPONSIBILITIES

4.1 Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

4.2 Responsibility

Overall responsibility for this policy and its implementation lies with the board of trustees.

5 APPROVAL

Approval of this policy will be agreed by the Board of Trustees.

6 DISSEMINATION, IMPLEMENTATION AND ACCESS

This policy will be available for members to access on the CHCP Foundation website.

All new members to CHCPF will be advised of relevant policies.

7 REVIEW

This policy will be reviewed within two years of the date of implementation.

Procedure for handling Complaints:

Written complaints may be sent to City Health Care Partnership Foundation, 5 Beacon Way, Hull, HU3 4AE or by e-mail at chcp.foundation@nhs.net.

Verbal complaints may be made by phone, please contact the office on telephone number 01482 976932. Details will be taken from the complainant and depending on the nature of the concern the appropriate person will investigate the matter and respond to you, either verbally or in writing within an agreed timeframe.

Resolving Complaints

Stage One

If you hope to resolve the matter informally, please contact the office on 01482 976932 to discuss your concerns. The person receiving the call will:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to City Health Care Partnership Foundation
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.
- Record the complaint in the Complaints Log

Depending on the nature of the concern, an appropriate person will investigate the matter and respond either verbally or in writing within 4 weeks of receiving the complaint. In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

If the complaint relates to a specific person, they will be informed and given a fair opportunity to respond.

Stage Two

If you do not want to discuss your concerns verbally or you feel that the problem has not been satisfactorily resolved at Stage One you can request that the complaint is reviewed at Board level. You can do this by writing to the Chair of Trustees at City Health Care Partnership Foundation, 5 Beacon Way, Hull, HU3 4AE, giving details of the nature of your complaint. You should mark the envelope "CONFIDENTIAL – CHCP FOUNDATION COMPLAINTS PROCEDURE".

The request for Board level review should be acknowledged within one week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The person who receives the Stage Two complaint may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve

reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

External Stage

The complainant can complain to the Charity Commission at any stage.

Information about the kind of complaints the Commission can involve itself in can be found on their website at: www.charitycommission.gov.uk/publications/cc47.aspx

Variation of the Complaints Procedure

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading a Stage Two review.

Monitoring and Learning from Complaints

Any complaints made about City Health Care Partnership Foundation will be reported to all relevant persons and will be reviewed on a regular basis to identify any trends which may indicate a need to take further action.