Tom Harrison House
"Honour, Hope, Healing"

Complaints and Compliments Policy

The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
Human Rights Act 1998.

This policy details the protocol for dealing with comments, concerns, complaints and compliments received about any aspect of the care, treatment and service provided by Tom Harrison House.

The policy applies to all employees of the charity. The policy also applies to other workers including, but not limited to, bank staff, counsellors in training, clinical, social work and student placements, agency staff, volunteers, contractors, sessional workers and other self-employed people. For simplicity, the term 'workers' is used in this policy to cover all those referred to above.

Introduction

In the client-centred environment of Tom Harrison House, clients are encouraged to express comments, concerns, complaints and compliments about the treatment and services that they receive in the knowledge that:

- They will be taken seriously.
- They will receive a speedy and effective response.
- Things will be put right and appropriate remedy used.
- Their views will inform learning and improvements in service delivery.
- There is a system for taking action to address the full range of problems, which occur from minor difficulties to major failures in treatment and care.
- There will be no adverse effects on their care or that of their families.

NB: It is a disciplinary offence for any member of staff to retaliate against a complainant or their family or carers because they have made a complaint.

Definitions

Tom Harrison House considers the views of its clients, listening to and learning from the '4 C's': comments, concerns, complaints and compliments, in order to:

- Tell us what is working.
- Help identify potential service problems.
- Help identify risks and prevent them from getting worse.
- Highlight opportunities for staff improvement.
- Provide the information we need to review our services and procedures effectively.

A **complaint** is an expression of dissatisfaction about a service offered by the charity. It may be made by a client or a person on behalf of a client and a formal investigation is undertaken.

A **concern** is usually where the client or a person on behalf of the patient is requesting further information about the client's treatment or care.

Comments are usually requests for further information such as appointment times.

A **compliment** may be expressed by a person who is happy with any part of a service they receive. All compliments received by the staff and management are recorded, acknowledged and shared with the relevant member of staff or team named.

Aim

At Tom Harrison House the management of client (or public) dissatisfaction is an important part of the governance framework by ensuring that information about complaints and their causes are an integral part of the system that ensures safe, high-quality care and which is constantly improving.

The charity's vision for a successful complaint's procedure is one that meets the need of our clients, staff and the organisation and follows the six principles of good complaint handling as set out below:

- Getting it right
- Being client focused
- Being open and accountable
- Acting fairly and proportionately
- Putting things right
- Seeing continuous improvement

Time Scales

The timescale in which a complaint can be made is 12 months from the date on which the matter occurred, or the matter came to the notice of the complainant. The charity will have the discretion to investigate beyond this time, especially if there are good reasons for a complaint not having been received with the 12 months and it is still possible to investigate the case effectively.

Disciplinary Action

A complaint can be investigated even if disciplinary action is being considered or taken against a member of staff, provided the organisation has regard to good practice around restrictions in providing confidential/personal information to the complainant.

The charity believes it is important, wherever possible, to ensure the potential implications for client safety and organisational learning are investigated as quickly as possible, to allow urgent action to

be taken to prevent similar incidents arising. However, although the complaints handling arrangements will operate alongside the disciplinary arrangements, the two arrangements will remain separate.

Serious Incidents

A serious incident is a situation in which one or more individuals (clients, staff, visitors, contractors) are involved in an event which is likely to produce significant legal, media or other interest. This may have resulted in permanent serious harm, unexpected death, or where actions of charity staff are likely to cause significant public concern. Such events include:

- any event leading to death, hospital admission, the need for counteractive treatment, permanent injury, or that accelerates death.
- some accidents or injuries reportable to the Health and Safety Executive under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) reportable incident.
- any incident involving the actual or potential loss of personal information that could lead to identity fraud or have other significant impact on individuals.
- any incident which leads to a claim or serious complaint.
- any incident attracting national media attention.
- significant physical assault upon a charity employee.
- significant physical injury.
- major incidents and public health threats.

For further information, see the charity's Incident Reporting Policy.

If a complaint is received and its investigation is parallel to a serious incident investigation, the complainant is kept informed and a longer timescale agreed to ensure the complainant receives a detailed response.

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Complaints procedure

At Tom Harrison House, we believe that the best way to improve services is by learning from the people who use them. We welcome comments, compliments and complaints from service users, carers and the people we come into contact with during our work. These help us to see what we are doing well and where we can make improvements to our services.

If there is something that you are not happy with in a service you receive from Tom Harrison House, we have a complaints procedure that you can use. This will help us to deal with your complaint in a fair way and understand how we can put things right. It is confidential and we will keep you informed of what is happening.

How to Make a Complaint

I have got a problem with the service I am receiving. What do I do?

Stage 1

The first step might be to try and talk to the worker (keyworker or counsellor for example) of the service to let them know about it.

I don't want to talk to the worker or I've spoken to them and that hasn't worked. What do I do now?

Stage 2

Get in touch with the project's Manager. The Manager is there to make sure that all staff provide you with a good level of service. You can talk to the Manager at the project, over the telephone or by writing to them. You can request a complaint form from any member of staff or use the form at the end of this document if you wish.

These two (above) stages are the informal complaints procedure. It should take no longer than 4 weeks for you to get a reply.

Talking to my worker and/or the project Manager did not help. I am still not happy. What do I do next?

Stage 3
You can make a formal complaint to our Project Director, who is responsible for making sure the project staff and Manager provide you with a good level of service.

To make a formal complaint you should write to the Director. Their contact details are available on request from any member of staff, and on the form at the end of this document.

It should take no longer than 4 weeks to get a reply to your complaint from the Director.

I'm not happy with the response I have received from the Director. What next?

Stage 4
If you are unsatisfied with the formal response from our Director, you can contact an independent advocacy service for further advice and support in managing your complaint. Two such services are listed below, and these can be contacted at any time and at any stage of this complaint's procedure.

Liverpool Advocacy Hub
There are lots of groups and services available in Liverpool. Each one provides a different service to different people. Sometimes it can be useful to understand the different types of support available:

An advocate can help make sure that your voice is heard. This can be very important if you are in a difficult situation and decisions are being made about you. An Advice Worker or solicitor can tell you what the law says about your situation and help you take action. This can be by making claims for benefits, dealing with debts or going to court or a hearing.

Telephone: 0300 303 0629
Email: referral@liverpooladvocacyhub.org.uk

Community Voice
Community Voice is a user-led service, run by people who have been affected by drug or alcohol use, that works to get the voices of people who have been affected by drugs and alcohol heard in the commissioning and every day running of drug and alcohol services in Liverpool.

We advocate for service users that experience problems with accessing treatment, and train volunteers to be advocates for service users at conferences and service evaluations.

Telephone: 07557 369 568 (Steve)

Address: 9 Lydia Ann St
Liverpool
Merseyside
L1 5BW

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Comments, Compliments and Complaints Form

You can use this form to pass on compliments, comments or complaints about the service provided to you by Tom Harrison House.

You do not have to give your name and contact details unless you wish to. However, if you are making a formal complaint against the organisation or an individual, we may not be able to follow up a complaint if we don't know who has made it.

Do you have (please tick) a:

- ☐ **Comment**
- ☐ **Compliment**
- ☐ **Concern**
- ☐ **Complaint**

Are you (please tick):

- ☐ **A client**
- ☐ **A relative or friend of a client**
- ☐ **A visitor to the project**
- ☐ **A worker from another organisation**
- ☐ **Other**
  (please give details)

Your name (optional – please read the information above about this)

.....

The name of the specific project or service that you are contacting us about:

.....

If you would like a reply, or are making a formal complaint, how and where would you like us to contact you?

.....

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Please give us a phone number, address where we can send a letter to, or an email address.

Please give full details of your comment, concern, compliment or complaint here. You can continue on another sheet of paper if you need to.

You can return this form to staff at the project, with the name or job title of the person you wish to read it written clearly on the envelope.

For formal complaints, please seal this form in an envelope and address to:
Attention of The Project Director
Tom Harrison House
4 Argyle Rd
Liverpool
L42RS

You should expect a formal reply within 4 weeks.