

**Merseyside Society for Deaf People**  
**Complaints, Compliments and Comments Policy**

<b>Policy Name:</b>	<b>Complaints, Compliments and Comments policy</b>
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**Introduction**

MSDP is committed to ensuring high quality service provision and welcomes all feedback and complaints from clients/carers and visitors as a clear expression of their satisfaction or dissatisfaction with their service. This policy has been developed to enable the effective management of complaints, compliments and comments regarding the services we provide and the conduct of our employees and representatives.

**Purpose**

The policy ensures that clients and visitors are informed on how to lodge a complaint or record a comment or compliment. The policy identifies how to raise feedback, and the process and timeframe for responding, investigating, and acting, where necessary.

Receiving and investigating complaints is a good quality assurance tool to resolve service issues to safeguard against more serious problems or conflicts arising. This policy also identifies the requirement to monitor complaints over time, looking at trends and risks that may be addressed.

MSDP will make reasonable efforts to accommodate resolution of complaints, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.

This policy sets out to:

- Provide a clear, transparent, and accountable process for clients and visitors to comment or complain about any aspect of service provided by MSDP.
- Ensure all complaints are handled equally and in a fair and timely fashion.
- Resolve complaints and service issues where appropriate.
- Ensure that important information is gathered from complaints and used in the future to avoid such a situation arising again.

## **1. Compliments and Comments**

MSDP welcomes the client and visitor's experiences of using MSDP's services, whether it is to share their experience of when we have done something exceptionally well or express a concern or make a suggestion which services they would like to receive.

## **2. Complaints Process**

MSDP operates two-stage complaints procedure. Our aim is to try to resolve complaints at Level One. Where this cannot be achieved, the procedure is escalated to Level Two.

### **2.1 Level One**

- Level One complaints will be investigated and responded to by a member of the Management team. Complex cases will be dealt with by the Executive Management Team.
- MSDP will confirm receipt of a complaint to the complainant within two working days, providing a complaint reference number and assign an investigating officer.
- MSDP aim to resolve the Level One complaint within ten working days. If this is not possible, for example the case is complex or we require additional evidence, we will extend the response time to twenty working days and inform the complainant in writing, including the cause and length of delay.
- At the conclusion of the Level One complaint, we will inform the complainant of the full details of the investigation, including the conclusions of that investigation and any actions taken as a result. The complainant will be informed of the Right of Appeal

### **2.2 Level Two**

- Level Two complaints will be investigated and responded to by a member of the by the Executive Management Team. The person dealing with a Level Two case must not be the same person who responded at Level One.
- MSDP aim to resolve the Level Two complaint within twenty working days. If this is not possible, for example the case is complex or we require additional evidence, we will extend the response time to thirty working days and inform the complainant in writing, including the cause and length of delay.
- At the conclusion of the Level Two complaint, we will inform the complainant of the full details of the investigation, including the conclusions of that investigation and any actions taken as a result. Our decision at this stage is final, subject to your right to seek External Resolution of your complaint. The complainant will be informed of the Right of Appeal.

## **3. Right of Appeal**

The complainant has a right to appeal with the outcome of their complaint. The appeal can be made on procedural grounds, for example if the investigative procedure was not followed, or all the information and evidence was not reviewed or appropriately addressed, or there was a failure to agree on actions agreed.

The complainant must appeal the outcome in writing within seven working days.

The Executive Management Team must review the appeal.

On successfully appeal:

- A Level One investigation will be escalated to Level Two.
- A Level Two investigation will be escalated for External Resolution with the appropriate Local Authority.

#### 4. Factors of Level Two Complaints

- Example where the complaint case is complex or additional evidence is required.
- Where complainants have appealed the outcome of Level One, where the complaint has not been fully investigated or addressed.
- Failure to follow procedures or law.
- Inappropriate delay in responding the original complaint.
- Failure to deliver agreed actions.
- Behaviour of MSDP staff or representatives.
- Other issues causing unfairness or injustice.

#### 5. Appropriate Procedure

- Where more appropriate procedures apply, clients and visitors will be advised on the appropriate policy and guidance, for example, appeals, safeguarding policy, whistleblowing policy, procedures outside of the Charity's control.
- Employees with a complaint must go through the Grievance Policy.

#### 6. Help to Make a Complaint

- A complainant has the right to involve someone to support them through the process of making a complaint, for example a friend, relative, independent advisory service.
- Written and signed consent will be required from the complainant.

#### 7. Anonymous Complaints

Anonymous complaints will be taken seriously and recorded and investigated using the process identified in this policy.

#### 8. Time Limit for Making a Complaint

Complaints must be made within 12 months of the disputed occurrence or incident for matters to be considered.

#### 9. External Resolution: Right to Complain to the Local Authority

As part of our services are commission by Local Authority funding, if your complaint is regarding a service that falls under one of the Local Authority contracts, you have the right to seek external resolution of your complaint from the relevant authority if you are not satisfied with the outcome of your Level Two complaint.

##### 1. Liverpool City Council

- <https://liverpool.gov.uk/contact-us/complaints-and-feedback/make-a-complaint-about-adult-social-care-services/>
- Tel: 0151 233 3000

##### 2. Wirral Borough Council

- <https://www.wirral.gov.uk/about-council/complaints/complaints-about-adult-social-services>
- Email: [dasscomplaints@wirral.gov.uk](mailto:dasscomplaints@wirral.gov.uk)
- Tel: 0151 666 4810

##### 3. Sefton Metropolitan Council

- [https://www.seftondirectory.com/kb5/sefton/directory/service.page?id=cAjrOC\\_y3U4](https://www.seftondirectory.com/kb5/sefton/directory/service.page?id=cAjrOC_y3U4)
- Tel: 0345 140 0845

## 10. Quality Assurance: Review Of Complaints

The Executive Management Team must regularly review complaints, compliments and comments received and submit an annual written report for review by the Board of Trustees to include:

- Identified trends including numbers, frequency, and outcomes of complaints investigated
- Dissemination of actions and recommendations for continuous improvement where appropriate
- Evidence high quality, safe and effective service through lessons learned.

## Appendix 1

### Complaint Form to be completed by Clients/Carers or Visitors

Your Contact Details	
Name Address Telephone Number Email Address	
Preferred method of communication	
Signature	
Date	

Details of complaint	
Is your complaint about an employee or representative of MSDP?	Staff, Manager, Trustee, Volunteer, Student, Other. (Please circle)
Please print the name or role of the person or the department they work in.	
Please state the nature of the complaint.	

Summary of Complaint Include any evidence or detail of witnesses, if relevant

Summary of actions you would like to happen

## Appendix 2

### Complaint Investigatory Report Form to be Completed by MSDP Employees

Details of complaint	
<b>If the complaint about an employee or representative</b>	Staff, Manager, Trustee, Volunteer, Student, Other (please circle)
<b>Name of employee or representative, if known</b>	
<b>Department or Job Title, if known</b>	

Contact Details of Complainant	
<b>Name and contact details and preferred method of communication</b>	
<b>Date of complaint</b>	
<b>Date complaint received</b>	
<b>Level of complaint</b>	
<b>Date senior management team informed</b>	

Details of Investigating Officer	
<b>Name</b>	
<b>Job Title</b>	
<b>Date of Investigation</b>	
<b>Date of first response (within 2 working days)</b>	
<b>Date of expected outcome</b> <ul style="list-style-type: none"> <li>Level 1: within 10 working days (20 working days if complex case)</li> <li>Level 2 within 20 working days (30 working days if complex case)</li> </ul>	

Summary of Complaint

Summary of outcome complainant would like to happen	

Investigation Report	
<b>Date of investigation started.</b>	
<b>Details of investigatory meeting with individual named by complainant:</b>	
<b>Details of witnesses, if relevant. Please include dates and summary of investigatory interviews:</b>	
<b>Details of relevant evidence</b> (For example, reports, files, records, photographs etc):	
<b>Conclusion of report.</b>	
<b>Details of actions and recommendations.</b>	

<b>Date notification of outcome of investigation sent to complainant.</b>	
<b>Has the complainant received the following: Copy of investigation report (confidential information removed)</b>	Yes/No
<b>Details of right to appeal included</b>	Yes/No
<b>Translation offered.</b>	Yes/No

<b>Investigating Officer Name</b>	
<b>Investigating Officer Signature</b>	
<b>Date</b>	