

## **Feedback Procedure Compliments, Comments and Complaints**

To be reviewed: February 2014

This procedure covers complaints and also suggestions, ideas, questions about the full range of systems and services. Please use it to tell us what you think of the services HemiHelp is providing. Comments are shared throughout the organisation and used to improve on the work we are doing.

### **Compliments**

You may wish to thank a member of staff who has been very helpful or you may think that the service you have received has been very good. We will share your compliment with the relevant member of staff and managers and will use it to improve our services.

### **Comments**

If you have a suggestion or idea about how a service could be improved please tell us. We will pass your suggestion on to the staff member responsible for this service who will look into your idea and let you know the outcome.

### **Complaints**

Sometimes standards fall short of what you would expect or somebody doesn't do what they said they would. If this happens and you can't sort it out with the people involved you may want to complain.

**HemiHelp will take your comments seriously and in the case of complaints do all it can to ensure that the situation is resolved to your satisfaction.**

## **Complaints Procedure**

HemiHelp aims to provide the highest possible level of service which meets the needs of families affected by hemiplegia. We try to be as efficient as possible, and are keen to make improvements to make our services more effective and accessible to all of our users. We would like to hear from you if you have not been happy with any aspect of our organisation, and want to make a complaint. The following procedure has been set up to ensure that your complaint is properly heard. We aim to deal with complaints transparently and effectively.

### **Step One**

If you are unhappy with the service you have received (with an individual in our organisation, or with the organisation as a whole) the first stage will be for you to try to

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Approved: Board Meeting 09.02.12**

resolve the problem informally with a member of staff or volunteer at HemiHelp. If you would prefer not to speak to someone who was involved in the situation, then go straight to step two.

### **Step Two**

If your complaint is not resolved through the above actions, the next step is to contact the Chief Executive Officer (CEO) at the above address, detailing your complaint by letter marked private and confidential. If you have a complaint involving the CEO you can contact our Office Administrator who will then inform the HemiHelp Chairperson. Any written communication should be marked "Private and Confidential". ***You will receive a response to your complaint within 10 working days.***

If you are not satisfied with our response, go to step three.

### **Step Three**

The CEO (or Chairperson, if your complaint relates to the CEO) will investigate your complaint by talking to you and other people involved in the situation and will follow this up with a full written report, sending copies to you and the Chair of HemiHelp. The report will include any necessary explanations or steps that will be taken to ensure the problem does not recur. ***We will aim to send a report to you within a further 10 working days, and will keep you informed of progress.***

If you are not satisfied with our response, go to step four.

### **Step Four**

If you are not satisfied that your complaint has been dealt with properly, you may request a full meeting of the HemiHelp Board to be convened, to which you will be invited. You may bring a friend or other representative to support or represent you. The meeting will hear your complaint again, and of the internal investigation. It will make a decision regarding appropriate action that may be required to resolve the situation. You will be contacted in writing with their decision. The decision of the Board is final. ***We aim to convene the Board within 28 days of your request, and write to you within 10 working days of the meeting.***

**Representation** - You have the right for someone to make a complaint on your behalf. We will ask you to give consent for them to do this. An advocate is someone who does not work for HemiHelp and can help you to make a complaint and make sure your views are heard. They can also speak for you at meetings if you wish. If you want the support of an advocate, you may have a friend, representative or advocate with you at any stage of the procedure. Other organisations such as the Citizen's Advice Bureau may also be able to help.

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