

## **Servisource Complaints Policy**

### **Definition**

A complaint is defined as a statement about something that is unsatisfactory or unacceptable i.e. any action of the Executive or a service provider that is claimed, does not accord with fair or sound administrative practice and adversely affects the person by whom or on whose behalf the complaint is made (as per the Health Act, 2004).

### **1. Purpose**

At Servisource, our clients, service users/learners are encouraged to provide positive or negative feedback about the service provided, regardless of the type or location of the establishment.

At Servisource we will ensure that concerns will:

- Be dealt with in an open and transparent manner.
- Be acknowledged and responded to promptly and sensitively.
- All complaints are dealt with in a manner that is effective, complete, fair to all and provides a just outcome.
- Complaints Procedure is regularly evaluated, and the information included is used to improve services.

### **2. Procedure**

#### **Roles and Responsibilities:**

- Encourage an environment where complaints are handled seriously and thoroughly.
- Ensure an effective complaint management system is in place.
- Ensure appropriate resources are available and utilised for effective complaint management.
- Ensure appropriate actions are implemented to eliminate risk or minimise similar complaints reoccurring.

#### **How can a complaint be made?**

- Verbally
- Written (through post or via email)
- Social Media Review

#### **Who may make a complaint?**

- Service users/ Learner
- Clients
- Any legal representative of the Learner
- Any other person with the consent of the Learner

**Timeframes Involved Once a Complaint is Made**

- The complaint will be acknowledged in writing within 5 working days of receipt of the written complaint.
- The complaint will then be investigated within and not exceeding 30 working days.
- Where the investigation takes longer than 30 days, Servisource will keep all parties updated on the progress of the complaint at regular intervals.
- Where the 30 days' timeframe cannot be met despite every effort, the investigation must be concluded within 6 months of the receipt of the complaint.

**Time Limit to make a complaint**

A complaint must be made within 12 months of the date of the action giving rise to the complaint or of the person becoming aware of the action. The Complaints Officer may extend the time limit if they are of the view that there are special circumstances.

**Verbal / Informal Complaints Procedure:**

- An informal complaint can be made informally to any member of staff, who will discuss the complaint with the learner and attempt to agree a way forward or a solution that suits both parties.
- All verbal complaints must be recorded on the relevant internal systems detailing the complaint solution or actions taken etc.
- If the verbal complaint cannot be resolved it then becomes a written complaint and will be dealt with as per our procedure listed below.

**Written / Formal Complaints Procedure:**

- Complaints must be made in writing and using the learner complaints form.
- The complaint should be addressed to the programme administrator for the attention of the training manager.
- The complaint will be acknowledged in writing within 5 working days of receipt of the written complaint (Line Manager should set deadline on Q-Pulse for the complaint to be responded to).
- The complaint will then be investigated within 30 working days.
- The Manager must contact the learner against which the complaint has been made to inform them that a complaint has been received from another learner or client facility and to outline the details of the complaint. The Manager should request that the learner provide a written statement outlining their account of the events surrounding the accusation.
- The Manager should schedule an Investigatory Hearing and invite the learner to same. This should be scheduled to take place as exponentially as possible.
- A representative from the HR Department must be present at the Investigatory Hearing, in addition to the Manager.
- All parties will receive a written update to the investigation as soon as possible not exceeding 30 days.
- Where the investigation takes longer than 30 days, Servisource will keep all parties updated on the progress of the complaint every 20 working days.

**All details below must be documented:**

- Date of Complaint raised
- Source of Complaint
- Learner Involved
- Documented By (Person looking after complaint)
- Details
- Status (depending on severity)
- Attach any relevant documents

**Analysis of complaints**

All issues raised in the complaint must be comprehensively responded to. All points raised by the learner and agreed at the start of the investigation should therefore be properly considered and fully addressed in the response. Complaints and incidents will all be investigated and reviewed in a meeting every quarter.

**3. References**

- Appeals Policy
- QAP 10.2 Complaints Procedure
- Health Act 2004
- ISO 9001 2015