



Complaints, Concerns, Compliments and Comments

Policy, procedures and practice guidance

AUTHOR	Sally Jackaman
AUTHOR'S TITLE	Director
DATE OF POLICY	Sept 2009
REVIEW DUE	Sept 2013
AUTHOR OF REVISION	Jon Holden
DATE OF REVISION	14th September 2010
REVISION NUMBER	1
AUTHOR OF REVISION	Sally Jackaman
DATE OF REVISION	19th September 2011
REVISION NUMBER	2

Complaints, Concerns, Compliments and Comments

Policy, procedures and practice guidance

Contents	Page
1. Complaints and Concerns	3
2. Compliments and Comments	4
3. Monitoring and Review	4
4. Complaints, Concerns, Compliments and Comments form	5

1. Complaints and Concerns

Complaints can be made by anyone outside of the Company. Concerns can be raised by any member of staff or volunteer within the company. This process encompasses the Company's grievance procedures. All complaints will be fully investigated.

1.1 All complaints and concerns will be recorded in writing on the complaints form and forwarded to the Directors or their representative.

1.2 All records will include the action taken in respect of the complaint or concern and the outcome.

1.3 All complaints or concerns will be acknowledged in writing and commissioning agencies will be notified within 2 working days where relevant.

1.4 An informal resolution will be sought by the receiving manager or another designated manager within 14 working days.

1.5 If this is unsuccessful a Director, the Registered Person, or other appropriate officer will commence the formal process.

1.6 If a service user is involved, the commissioning agency might provide an independent person or advocate in order to safeguard his or her interests.

1.7 The process will consist of such meetings, paper investigations and individual consultations as deemed necessary by the person leading the investigation.

1.8 Any staff member can be represented or supported by a legal representative or other person not directly affected by the complaint or concern, e.g. a friend, colleague, union representative, advocate or professional.

1.9 Formal complaints or concerns should be resolved within 28 days of the start of the formal process and a report containing the decision sent to all parties involved. If the process is going to take longer for any reason the complainant and/or their representative will be notified.

1.10 If the complainant is not happy with the result the appointment of an independent investigator could be considered if necessary.

1.11 This complaints procedure is not connected to any other procedure (e.g. disciplinary, criminal investigation etc) although one might inform the other.

1.12 Complaints and concerns will be monitored monthly at Board meetings.

1.13 The records of complaints and concerns will be kept for three years.

1.14 Records of complaints will be made available to Ofsted on request.

2. Compliments and Comments

2.1 All compliments and comments should be recorded by the person making the compliment or comment, or by a member of staff, an associate or a volunteer of A+bility Limited.

2.2 Staff, associates and volunteers can record any further action they think should be taken.

2.3 Completed forms will be forwarded to the Directors or their representative.

2.4 The Directors or their representative will acknowledge receipt with the originator.

2.5 Copies will be filed in staff, associate or volunteer's files if relevant.

2.6 Compliments and Comments will be monitored monthly at Board meetings.

3. Monitoring and Review

3.1 The Policy will be reviewed every two years by the Board after consultation with staff.



Complaint, Concern, Compliment and Comment form

1. Please give us your details

Name, including title	
Full Address	
Telephone number(s)	
Email address	
What is your role, or who are you representing?	

2. Are you making or raising a

Complaint?	
Concern?	
Compliment?	
Comment?	

3. Please give us as much detail about your Complaint, Concern, Compliment or Comment as you can. Use another page if necessary.....

--

4. Please tell us what you would like us to do...

--

Please forward your form to:
A+ability Limited, Building 6, Bond's Mill, Stonehouse, Gloucestershire GL10 3RF
admin@abilityonline.co.uk

If you have trouble filling in this form please phone 01453 827978 or use email. Email to request an electronic version of this form.

Thank you for taking the trouble to contact us