



## COMPLAINTS AND COMPLIMENTS POLICY

<b>Title of Policy Document</b>	COMPLAINTS AND COMPLIMENTS
<b>Issue Date and Version</b>	September 2022 (Version 1)
<b>Author / Department</b>	Executive Management Team / Health and safety
<b>Signed off by</b>	Director
<b>Next review date</b>	September 2024
<b>Has Equality Impact Assessment been completed?</b>	N/A
<b>Distribution</b>	All services
<b>First issue date</b>	September 2022

### CONTENTS

1. Introduction
2. Basic principles
3. Scope of policy
4. What is a compliment?
5. What is a complaint?
6. What we cannot deal with under the policy
7. Types of complaint
8. How we implement the policy
9. Dealing with persistent or vexatious complainants
10. Procedure for staff
11. Recording and taking action on the complaint
12. Acknowledging the initial complaint

### APPENDICES

Appendix 1: Flow chart

Appendix 2: Complaint Form

Appendix 3: Compliment Form

Appendix 4: Suggestion Form

## **1. INTRODUCTION**

### **1.1 Our Vision and Aim**

Nurse24 Ltd aims to provide excellent, caring support services that meet the needs of service users. We are committed to reaching the highest standards of customer care.

In order for us to achieve this, we are constantly seeking feedback from our customers. We are always grateful for suggestions as to how we can improve our services. We view complaints positively as a means of being able to identify and make changes when we do not meet expected standards of service.

### **1.2 The Aim of the Complaints & Compliments Policy**

We recognise the need to provide a first-class caring service, which is responsive to your views and this is reflected in our core values for complaints and customer care management:

- Being open and trusted
- Treating people fairly
- Working as a team within Nurse24 Ltd
- Working well with communities and stakeholders
- Using resources wisely

## **2. BASIC PRINCIPLES**

We are committed to making it easier for you to provide feedback to us, and use your feedback to improve our services.

Through our complaints and compliments policy, we will aim to resolve your complaints immediately, effectively and fairly. We will pass on comments and compliments to those relevant people or departments which goes to ensure prevention, learning and development occurs.

When dealing with complaints, it is our aim to resolve the complaint quickly and efficiently, leaving you feeling that it was handled fairly and appropriately.

The tone of our contact will be open, responsive and avoid unnecessary formality.

Our written correspondence will use plain English, and will be backed up with positive action to resolve your complaint.

We are committed to treating all customers fairly and we take equality and diversity into account in a positive way. We will therefore ensure that individual needs are taken into account when applying this policy and that any reasonable adjustments are made as required.

We welcome the involvement of advocates and where it is felt a complainant would benefit from the support of an advocate, depending on the nature of the complaint we will signpost to the appropriate advocacy service.

We ask that you work with us in the first instance to let us know if you are unhappy or unsatisfied and give us the chance to put things right. We have a centralised complaints and quality approach: however, we believe it is better to resolve any complaint at local level where possible and will endeavour to do this as a first step.

All customer feedback will be treated equally whether it is by telephone, letter, fax, face to face, email, social media, or any other communication. We do not require you to contact us in writing if you wish to use another medium. If you inform a local staff member you can also inform us centrally if you wish so that this can be monitored and reviewed. All staff report complaints centrally as part of this policy.

You can give us feedback centrally, make a comment or complaint or pay a compliment on our website at [www.nurse24.uk](http://www.nurse24.uk) or you can email us at: [hello@nurse24.uk](mailto:hello@nurse24.uk)

To ensure that our policy always remains relevant, we review it on a regular basis. We reviewed and published this version of the policy in September 2022

## **SCOPE OF POLICY**

This policy is for:

- Service users
- Carers
- Families
- Staff
- Referrers
- Workers from other agencies
- Members of the public

This policy is for any of the above who may wish to: give a compliment, share a concern, make a complaint, make a suggestion, or give feedback in respect of any of Nurse24 Ltd services.

Staff who wish to give compliments or suggestions in respect of Nurse24 Ltd's corporate support services (e.g. personnel, wages, etc.), or in respect of other projects/services we provide, may use this procedure.

Staff who have a complaint about any employment related or corporate matter should use the Grievance Procedure described in the Employee Handbook.

## **4. WHAT IS A COMPLIMENT?**

A compliment is an expression of satisfaction about the standard of service we provide.

We are always glad to hear from people who are satisfied with the services we offer. All compliments are recorded, and a copy is sent to the relevant service manager to provide feedback to the member of staff or service.

## 5. WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction or disquiet about the standard of service we provide that requires a response.

Our staff are able to resolve most issues of minor dissatisfaction at a local level as part of their job, without the need for you to make a complaint.

However, there may be times when a more formal approach or further investigation is required, which may need the involvement of other staff to find out what has happened. We will address this through the complaints process.

## 6. WHAT WE CANNOT DEAL WITH UNDER THIS POLICY

Not all complaints to us will be dealt with under this policy. Please see below for guidance on what we cannot deal with:

- Complaints made about Local Authorities
- Complaints made about Health Services
- Complaints about services provided by other bodies
- Complaints by staff in respect of Nurse24 Ltd corporate support services or employment issues these should be dealt with through the Grievance Procedure described in the Employee Handbook
- Requests for service or information.

We may be alerted to an issue or told of work that needs to be done or addressed but it is not our responsibility to undertake the work. However, in this situation we do need to support people to complain to the correct body, as if we do nothing it may result in a complaint against us if we do not signpost or support you to complain to the appropriate body or provider.

### 6.1 Complaints regarding issues that occurred over 12 months ago

We would **not** normally investigate complaints about something that happened more than a year ago, unless there are exceptional circumstances.

### 6.2 Where legal proceedings are involved

When a legal challenge is being made regarding whether a decision, action (or lack of action) is lawful. This is a separate process to the Ombudsman.

### 6.3 You will be notified of the outcome of our investigation within 20 working days of receipt of your complaint.

### 6.4 If we cannot respond in full within this timeframe, we will advise you why we need more time. Under this legislation, we must ensure that we respond fully to you within 40 working days from receipt of your complaint.

## **6.5 Complaints about Data Protection**

Complaints about how Nurse24 Ltd has processed personal data, or sensitive personal data, under the Data Protection Act 2018, for example, complaints about information sharing, disclosure, retention, or information security, will be handled by the respective senior member of staff under the same process as a formal stage 2 complaint. You will be notified of the outcome of our investigation within 20 working days of receipt of your complaint, wherever possible.

There is no further right of appeal to Nurse24 Ltd following this investigation. Under the Data Protection Act, an individual is entitled to request an assessment from the Information Commissioner's Office ("the ICO") as to whether Nurse24 Ltd has complied with the requirements of the Act. The details as to how to appeal are set out on the Information Commissioner's website at <https://ico.org.uk/make-a-complaint/> However, Nurse24 Ltd is committed to trying to resolve all complaints at an early stage and encourages individuals to raise any concerns with us before contacting the ICO.

## **7. TYPES OF COMPLAINT**

### **7.1 Complaints of discrimination and harassment**

These issues will be dealt with sensitively, taking into account the nature of the issues raised when appointing an investigator. We will use appropriate information to assess overall levels of discrimination and harassment amongst different groups and will feed into appropriate corporate policy review mechanisms to improve policy and practice.

### **7.2 Investigations Into claims of sexual harassment**

In cases of alleged sexual harassment, we will consider the gender of the investigating officer, and if appropriate, discuss this with you before appointing an investigator.

### **7.3 Complaints received by the Chief Executive**

Complaints received by Nurse24 Ltd's Director will be passed to the appropriate Service Director or Manager who will respond to you directly.

### **7.4 Complaints relating to more than one issue**

Where a complaint includes issues for more than one part of the service, the investigation will be led by the person who has responsibility for the major part of the complaint. We will aim to provide you with a single response whenever possible.

### **7.5 Complaints against members of staff**

If you have an issue about a member of staff, and our investigation finds that a member of staff acted in such a way as to merit disciplinary action, our normal disciplinary policies will apply. We will advise you that this is the course of action being taken and what information, if any, will be available from this process.

## **7.6 Allegations of fraud**

This covers any alleged fraud, theft or corruption by a member of our staff. We are committed to being open and accountable for our staff, if you have serious concerns about our staff, please come forward and let us know. All concerns will be treated in the strictest of confidence.

## **7.7 Anonymous complaints**

Anonymous complaints will be investigated as far as possible, and a record of the complaint and investigation outcome kept.

## **8. HOW WE IMPLEMENT THE POLICY**

Nurse24 Ltd has a three-stage process for addressing complaints. However, it is good practice to try and resolve complaints at a local level first.

When a concern is raised locally it should be dealt with immediately as part of good customer care. The concern raised does not need to be logged as a complaint but should still be documented. Low level complaints should still be logged locally as a complaint even if dealt with immediately.

We will assess whether we feel that a full investigation is required or if we could resolve the issue for you immediately. If we think we can do so, we will contact you to discuss this with you within 24 hours of receipt of your complaint with the hope of resolving your issue. If we cannot, your complaint will be dealt with as set out below.

### **8.1 Initial Investigation (Stage 1)**

This is the first formal stage, usually undertaken by a member of the local management team. We will acknowledge receipt of your complaint as soon as possible and within 5 working days. Our acknowledgement can be made verbally or in writing and we will advise you on:

- The name of the person who is dealing with your complaint.
- Discuss your complaint with you and check we understand what it is you are dissatisfied with and what outcome you are looking for.
- Agree a date or timeframe by which you can expect to receive a response to your complaint and what will happen if we cannot meet the agreed timeframe.

Our aim is to resolve complaints quickly and as close to where we provide the service, so stage one complaints are usually investigated by the service involved.

8.1.2 Step one will be to talk to you about your concern. We will establish what you would like to see happen as a result of your complaint. We will provide you with regular updates at least every two weeks.

- 8.1.3 If it is taking longer than anticipated we will inform you of the reason for the delay and when you can expect to receive a response. We aim to resolve complaints within 20 working days where possible. If your complaint is complex or covers a number of areas, we may take longer to respond, however, we will keep you informed if this is the case.
- 8.1.4 Should it be required, the person investigating may contact you for further information to assist with their investigation. Our response can be provided by letter, email, face to face or by telephone.
- 8.1.5 Where a response is given by telephone or in person, we will offer to provide written confirmation of our discussion. If we cannot resolve your complaint at this stage, we will explain how you can take your complaint to the next stage should you wish to do so. All complaints are logged centrally for quality checking.

## **8.2 Review (Stage 2) - Formal Complaints Procedure**

Stage two deals with complaints that have not been resolved through the stage one process. Often more complex situations needing a detailed investigation may need to progress to stage two. This will most likely be undertaken by an independent manager.

- 8.2.1 If you remain dissatisfied following our initial investigation (stage 1 outcome) and you feel there is further information or evidence that was not considered you can ask for your complaint to be looked at again by a more senior member of staff.
- 8.2.2 You will need to let us know in writing within 14 days of the date we responded with an outcome to your initial complaint in order for us to review your complaint, unless there are exceptional circumstances.
- 8.2.3 At this stage, we will ask you to provide details to aid the review, and let us know why you are still dissatisfied and provide information to support your review if the process of the initial investigation was not followed or there is additional evidence.
- 8.2.4 If it is agreed that there is scope for further investigation then we will appoint a more senior staff member to review your complaint. It may be appropriate for the person reviewing your complaint be from another service if we feel an independent review is required.
- 8.2.5 The complaint will be acknowledged in the same way as at the initial stage, within 5 working days.
- 8.2.6 The review will look at how we dealt with your original complaint and we will also respond to any further related issues that you have raised with us.
- 8.2.7 Our policy is to work within a reasonable and agreed timescale. Our aim is to provide a quality response. We aim to resolve complaints where possible within 20 working days from acknowledgement. However, at stage 2 investigations may take longer than this so we will work collaboratively with you and communicate at all stages. If the timescale is to change, we will inform you this and follow up in writing. At this point we will agree a revised time limit with you and keep you updated of progress.

## **8.3 Next Steps (Stage 3)**

- 8.3.1 Following completion of stage two the final stage of the complaints process is to appeal to the Nurse24 Ltd directors. This stage will only be evoked where there are exceptional circumstances. You will need to send your appeal to the Director



who will review it with the Executive Team. If it is decided your complaint will proceed to stage 3 it will be allocated appropriately. The Trustee or Executive member who will manage stage 3 will contact you.

8.3.2 Once the appeal has been received, if it is felt the complaint meets the criteria for stage 3, the complaint will be allocated to one or two members of the Board of Trustees to review the investigation. An example of a (stage 3) complaint might be where it involves a senior manager.

8.3.3 The outcome of the complaint should then be sent in writing to the complainant within 28 days of receipt of the appeal. If it is not possible to conclude the complaint within this time period the complainant will be contacted with the reason for the delay and a new timescale will be given.

8.3.4 If a written outcome is not appropriate then the outcome can be conveyed verbally or by other means.

8.3.5 Stage three is the final stage of the complaint's procedure. There is no further right of appeal through Nurse24 Ltd.

#### **8.4 REQUESTING AN EXTERNAL INVESTIGATION**

Nurse24 Ltd at times may feel it is appropriate to appoint an external individual to investigate a complaint. It is the company's not the complainant's right to request an independent person.

### **9. DEALING WITH PERSISTENT OR VEXATIOUS COMPLAINANTS**

There are a small number of deemed 'persistent or vexatious complainant' due to the behaviours they demonstrate in pursuing the resolution of their complaint. For example:

- A 'persistent or vexatious complainant' displays behaviours/actions which are disproportionate, are harassing and repetitious.
- They seek unrealistic outcomes relative to the issue being raised and state that their intention is to persist until that outcome is achieved.
- They repeatedly make the same complaint with minor differences, but do not accept the outcome of any investigation into their complaints.

The inclusion of this section within the policy is to ensure that those complaints deemed to be 'persistent or vexatious' are still dealt with fairly, honestly and properly, whilst also ensuring that other service users or Nurse24 Ltd staff are not adversely affected.

It is not possible to devise a single strategy to deal with 'persistent or vexatious complainants', as each case must be looked at on its own merits. Before deciding whether it is appropriate for us to apply any restrictions in the way a 'persistent or vexatious complainant' can contact us, we must inform the complainant in writing or at a face to face meeting why we feel their behaviours or actions are unacceptable.

We must also give them the opportunity to change their behaviours within a reasonable timescale before taking any further action. Where this does not happen, we can apply restrictions in the way a customer accesses Nurse24 Ltd services and this must be confirmed in writing.

We must also review our decision at least every six months, and this must also be confirmed in writing.

## 10. PROCEDURE AND GOOD PRACTICE PRINCIPLES FOR STAFF TO FOLLOW

- Ensure that the complainant's communication needs have been taken into account
- Listen to the complaint
- Make notes of your conversation and inform the complainant that you have done this
- If you are speaking to the complainant, ensure that you are empathetic and sympathise that they have felt the need to complain
- Confirm that you have formally received the complaint
- Ask how they would like the complaint to be dealt with
- Ensure that you take into consideration our safeguarding adults at Risk or Whistle-blowing Policies
- If possible try and resolve the complaint – every effort should be made to take immediate action to address the complaint. You may need to escalate the complaint to the Complaints Coordinator, Senior Management or the Executive Team
- Explain the next steps
- Give the complainant a copy of the Complaints Leaflet
- If the complainant is unhappy with your response, or with the next steps, give them an alternative contact (i.e. that of a senior manager or Head Office to escalate the complaint).

## 11. RECORDING AND TAKING ACTION ON THE COMPLAINT

- Log and record the complaint on a complaints form or;
- Forward the complaint to the complaints department at head office by fax or email to [hello@nurse24.uk](mailto:hello@nurse24.uk)
- Inform the relevant person(s) (including a manager).

## 12. ACKNOWLEDGING THE INITIAL COMPLAINT

- Once a complaint has been received and logged it will be allocated for investigation. Contact should be made with the complainant within 24 hours to establish the facts and to discuss what outcome they are looking for. Time spent at the beginning of the process can sometimes alleviate the need for a full complaints investigation.
- Details of the complaint should be recorded on a complaints spreadsheet/log.
- If a formal investigation is required, the complaint should be acknowledged in writing within 5 working days of receipt of the complaint, outlining the components of the complaint who will be investigating and the timescales. This will be done by the Complaints Team via the Customer Care email address.
- The complaint will be allocated to a suitable person to be investigated.
- Once the investigation has been completed then an outcome letter will be drafted.
- If a complainant is not satisfied with the outcome of their complaint and requests a review, they must provide the reason for this and where possible any additional or supporting information.
- If the criteria for review is not met or there would be nothing gained from re-investigating then the complainant will be advised that there will be no further action on behalf of Nurse24 Ltd.

# Model of Complaints Handling Procedure

## FRONTLINE RESOLUTION

**For issues that are straight forward and easily resolved, requiring little or no investigation.**

“On the spot” apology, explanation, or other action to resolve the complaint immediately.

Complaints addressed by any members of staff or referred to the appropriate staff for resolution. Complaint details and action taken recorded locally and used for service improvement.



## STAGE ONE INVESTIGATION

**For issues that have not been resolved at the frontline or that are more complex, serious or high risk.**

Complaint is logged with Head Office. Complaint acknowledged and allocated. A definite response provided within agreed timescale following a thorough investigation of the points raised. Responses signed off via the Complaints Coordinator.



## STAGE TWO

**Where the complainant is not satisfied with the outcome and believes the investigation was not adequate or evidence was missed.**

Complaint is allocated to a senior manager or director for a review of the investigation. Response sent to complainant within agreed time scale.



## BOARD OF TRUSTEES

**Where the complainant feels the process for investigation has not been followed they have the right to appeal to warrant the involvement of the Board.**

If the complaint meets the criteria for appeal then two Board members will be allocated to review the investigation outcome and process and feed back to the complainant.

# Nurse24<sup>TM</sup> Complaint Form

Your feedback is very important to us. Please tell us about your complaint or any concerns you may have about the service we provide:

## Person Making Complaint

Name of person:

Address:

Home Telephone No:

Day time Tel No:

# Nurse24<sup>TM</sup> Compliment Form

Your feedback is very important to us; if you are pleased with your experience please let us know:

## Person Making Compliment

Name of person:

Address:

Home Telephone No:

Day time Tel No:



## Suggestions Form

Your feedback is very important to us; if you are pleased with your experience please let us know:

### **Person Making Suggestion**

Name of person:

Address:

Home Telephone No:

Day time Tel No: