

6.e: COMPLIMENTS, COMMENTS AND COMPLAINTS POLICY

1 INTRODUCTION

Vale of Clwyd Mind (VOCM) views compliments, comments and complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation concerned. Compliments, comments and complaints can be fed back to the organisation in several ways, which may include:

- Comments box
- Feedback form
- Service User forum
- Any form of written communication

However, other forms of communication can be used at any time and a record will be made of such communication. All these methods will be checked and audited on a regular basis.

2 HANDLING COMPLIMENTS, COMMENTS AND COMPLAINTS

1. Be respectful throughout the conversation.
2. Show an interest in what is being said.
3. Listen and allow the person to talk about the situation in their own words.
4. If the person is making a complaint do not debate the facts especially if the person is angry. Acknowledge their feelings.
5. Obtain as much detail as possible if the call is about a complaint.
6. Show that you have understood what has been said by reflecting back notes taken and ask for clarification where necessary.
7. If an issue is raised ask the person what resolution they would like to see.
8. Be clear about what you can do but make no promises.
9. Make sure that the person understands what happens next.
10. Wherever appropriate, refer the person to the Compliments, Comments and Complaints Policy.

* For complaints see **Appendix 1 and 2**.

3 COMPLAINTS WITH A FINANCIAL OR LEGAL CONSEQUENCE

Vale of Clwyd Mind (VOCM) is advised by its underwriters that where a complaint appears likely to result in litigation or a financial claim against VOCM, direct contact with the complainant must cease and all negotiations will be conducted by the underwriters.

3 CORRESPONDENCE

Any correspondence either through postal services or in electronic form should be forwarded to VOCM's Head Office.

4 EXTERNAL ADVICE

Mind Cymru

Tel: 0292 0395 123

Website: <https://www.mind.org.uk>

Care Inspectorate Wales (CIW)

Tel: 0300 7900 126

Website: <https://www.careinspectorate.wales>

Information Commissioners Office (ICO)

Tel: 0330 4146 421

Website: <https://www.ico.org.uk>

Charity Commission

Tel: 0300 0669 197

Website: <https://www.gov.uk/government/organisations/charity-commission>

This policy complies with best practice and current regulations and legislation.

POLICY OWNERSHIP

Policy Name:	6.e: Compliments, Comments and Complaints Policy
Version:	v1-23
Section:	6: Disciplinary, Complaints
Policy Owner:	CEO
Reviewed by:	The Policy Working Group
At meeting held on:	29.6.23
Adopted by P&G Committee on:	10.8.23
Date Published:	14.8.23
Next Review:	TBD

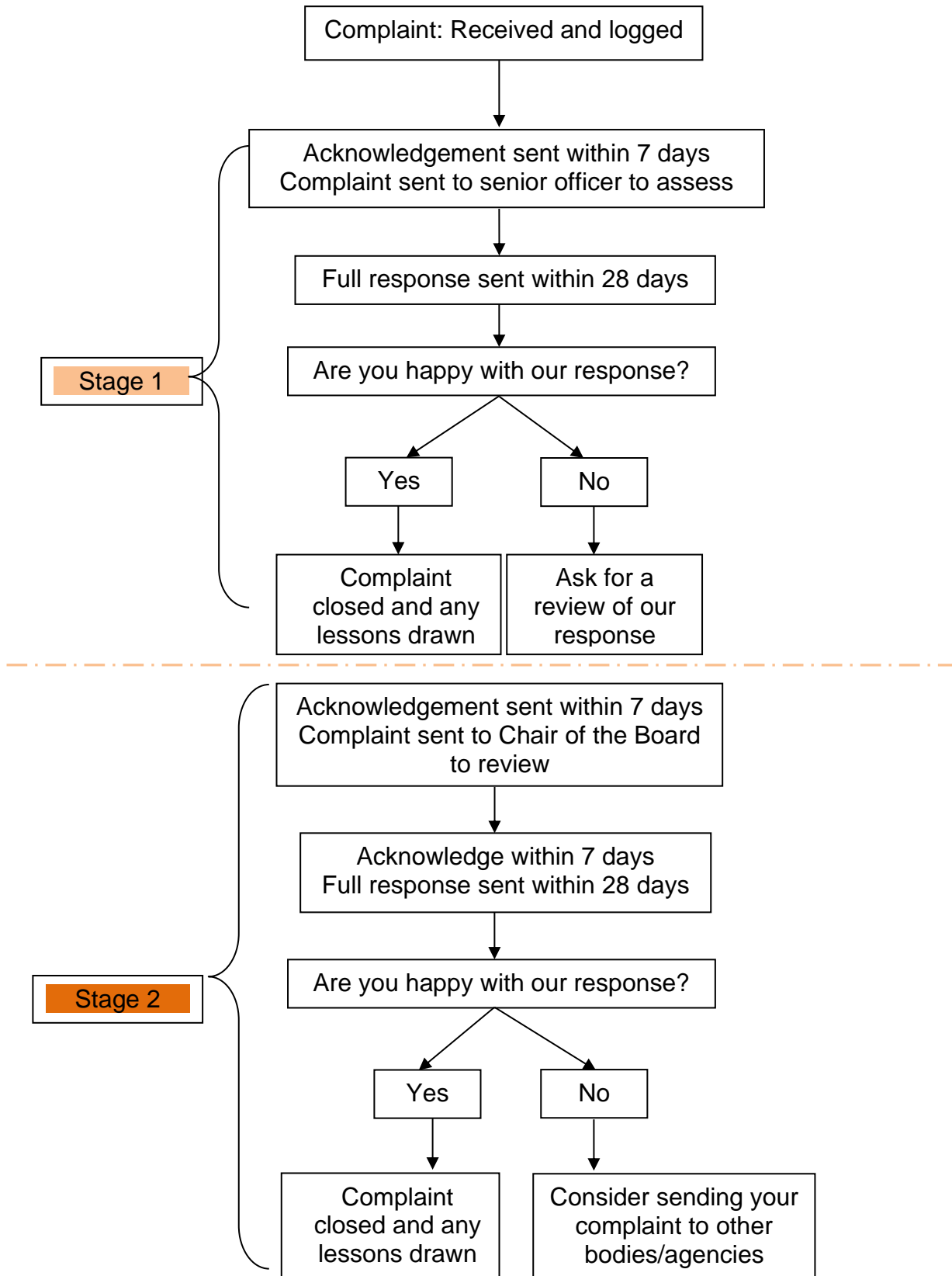
Change History

Reviewed and approved by Policy Committee 10 August 2006
 Reviewed and approved by Policy Committee 10 August 2006
 Reviewed 1 July 2012 and approved by VOCM Board 19 July 2012
 Reviewed and approved by Policy Committee 11th June 2015
 Re Written and approved by Policy Committee 12 June 2015
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 Reviewed by CS/FS 12th April 2021
 Reviewed by Working Group on 29th June 2023

Approved by Policy Committee on 10th August 2023

Issue	Date	Reason
v1-23	29.6.23	Reviewed and updated

HOW WE WILL PROCESS YOUR COMPLAINT



COMPLAINT FORM

Date of Complaint:	
Name of Complainant:	
Address:	
Telephone Number/s:	Home: Mobile: Work:
Email:	
Date of Incident:	
Complaint Details (Please give as much detail as you can in relation to the nature of the complaint and the individuals it concerns):	
Name of person you first reported the complaint to:	
Signature of complainant:	
Date:	
Complaint recorded by:	
Date:	

For office use only	
Service/Dept complaint relates to:	
Complaint sent to (include date):	
Further action required?	YES/NO