

**Complaints Team
Standards for Complaints Handling**

1. We will treat complainants impartially and without discrimination or prejudice.
2. We will ensure that complaints are investigated thoroughly and fairly to establish the facts.
3. All decisions made will be proportionate, appropriate and fair.
4. We will ensure that all complaints are reviewed by someone not involved in the events leading to the complaint.
5. We will act fairly towards staff complained about as well as towards complainants.
6. We will offer any support we can to enable people to understand and use the complaints procedure effectively. This may include providing alternative versions of literature (large print, audio or languages other than English) and providing an interpreter if required. We will also advise people where and how they can access advice and advocacy service.
7. We will review all complaints immediately on receipt and will contact complainants within three working days to agree how the complaint will be investigated.
8. We will do our best to provide a reply to the complaint within the timescale agreed but if there is any delay we will keep the complainant informed of progress and the reason for the delay.
9. We will co-operate with other organisations involved in the complaint to ensure that a single co-ordinated response is sent.
10. We will acknowledge mistakes where they have happened and will apologise where appropriate.
11. We will use all the feedback and lessons learned from complaints in our efforts to improve the care we provide.
12. We will regularly review the lessons to be learned from complaints.
13. We will, where appropriate, tell complainants about the lessons learned and changes made to services, guidance or policy.