

## **Compliments, Complaints and Suggestions Policy**

### **Our aim:**

Dynamo Healthcare Training Ltd (DHCT) is committed to providing a quality service and working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members, customers and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right. We also encourage compliments to help us build on areas of good practice and any suggestions our stakeholders may have. We aim to continually improve our services and welcome all views.

Therefore we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.
- To encourage compliments and feedback to our staff and customers where we are working well
- To take on board all suggestions for improving our services
- To report on all comments, complaints and suggestions during our quarterly review processes

### **Responding to Complaints:**

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- resolve informal concerns quickly;
- keep matters low-key;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed. The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

### **DHCT's responsibility will be to:**

- acknowledge the formal complaint in writing;

- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

### **A complainant's responsibility is to:**

- bring their complaint in writing to the Directors attention, normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with the Directors;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow DHCT a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond the organisations control.

### **Responsibility for Action: Directors**

**Confidentiality:** Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and DHCT maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (each complaint will be judged on its own merit). Should this be the case, the situation will be explained to the complainant.

**Monitoring and Reporting:** DHCT board of directors will receive annually, an anonymized report of complaints made and their resolution.

### **Formal Complaints Procedure**

#### **Stage 1**

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 15 working days. If you are unsure which member of staff to write to, your complaint should be sent to the Director.

#### **Stage 2**

If you are not satisfied with the initial response to the complaint then you can write to DHCT Board of Directors and ask for your complaint and the response to be reviewed. You can expect the Board of Directors to acknowledge your request within 4 working days of receipt and a response within 15 workings days.

DHCT's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing

what is being done to deal with the matter, and when a full reply can be expected and from whom.

## **Compliments, Suggestions and Feedback**

DHCT wish to promote a culture of supporting best practice and praise. Where learners, employers, staff and others wish to compliment or make suggestions for improvements this is actively encouraged.

### **How will this happen?**

Learners and employers will have the opportunity to comment and make suggestions related to all aspects of the learner journey, including the information, advice and guidance provided to them at each stage of the journey.

1. Pre-course
2. Interview selection
3. Induction
4. On programme and delivery
5. End of programme
6. Progression

All feedback will be collated during the quarterly course reviews, analysed and collated identifying actions for improvement and compliments.

All learners and employers will have the opportunity to contribute to video case studies, written text and acknowledge their opinions of DHCT, staff, the programmes and the information, advice and guidance we have provided throughout.

DHCT promotes equality and inclusion and believe that the opinions of all stakeholders is important.

Quarterly updates of learner, employer, staff and stakeholder feedback will be available within the DHCT newsletters and areas for improvement will be acknowledged.

### Compliments, Complaints and Suggestion Form

Name of person completing the form:	
Date completed:	
In relation to whom (state name), situation	
Describe complement, complaint or suggestion:	
How would you like us to respond?	

Please submit your complaint to [g.irvine@dynamohealthcaretraining.co.uk](mailto:g.irvine@dynamohealthcaretraining.co.uk).

Unit B, The Pattern Shop, Trevoarn, Hayle, TR27 4EZ

**Please view the formal complaints procedure and attached flow chart to assist you with your complaint.**

Signed: \_\_\_\_\_

**Complements, Complaints and Suggestions Action Review Form**

Name of person completing the form:	
Date completed:	
In relation to whom (state name) or situation	
Describe Complement, complaint or suggestion:	
Actions undertaken:	
Any further action required (state details if yes) See policy and process	
Review date if needed:	

Signed:	