



## **Compliments & Complaints Management Policy/Procedure**

**Date of implementation:** January 2019

**Date of review:** September 2020

**Person responsible for Policy implementation and review:** CEO, Data Lead and Chief Operating Officer

Livingwell Consortium (LWC) aims to provide a high-quality, responsive, carer-led service. To maintain this, we need to take account of the views and wishes of those we are here to support. We welcome every opportunity to monitor and improve our service and having a "Compliments and Complaints" policy and a clear procedure for resolving complaints is one way of doing this.

### **Compliments**

Compliments are valuable, welcome and important to us. When they are received, either verbally or in writing, they will be recorded on our Compliments Log. Compliments enable LWC to:-

- understand that our service is being provided to the clients' satisfaction
- provide positive feedback to our staff
- influence our organisational and service development
- inform our quality assurance programme

### **Procedure**

1. Compliment is received either verbally or writing
2. An acknowledgement email or letter is returned to the individual
3. Compliment is logged and dated on the Compliments Log for the appropriate service
4. Compliment is reviewed by management team weekly through Clinical Governance meetings
5. Acknowledgement is sent to service provider
6. Monthly management meetings where compliments are shared and further improvements to service developments are expressed to service providers.

## LWC COMPLIMENT FORM

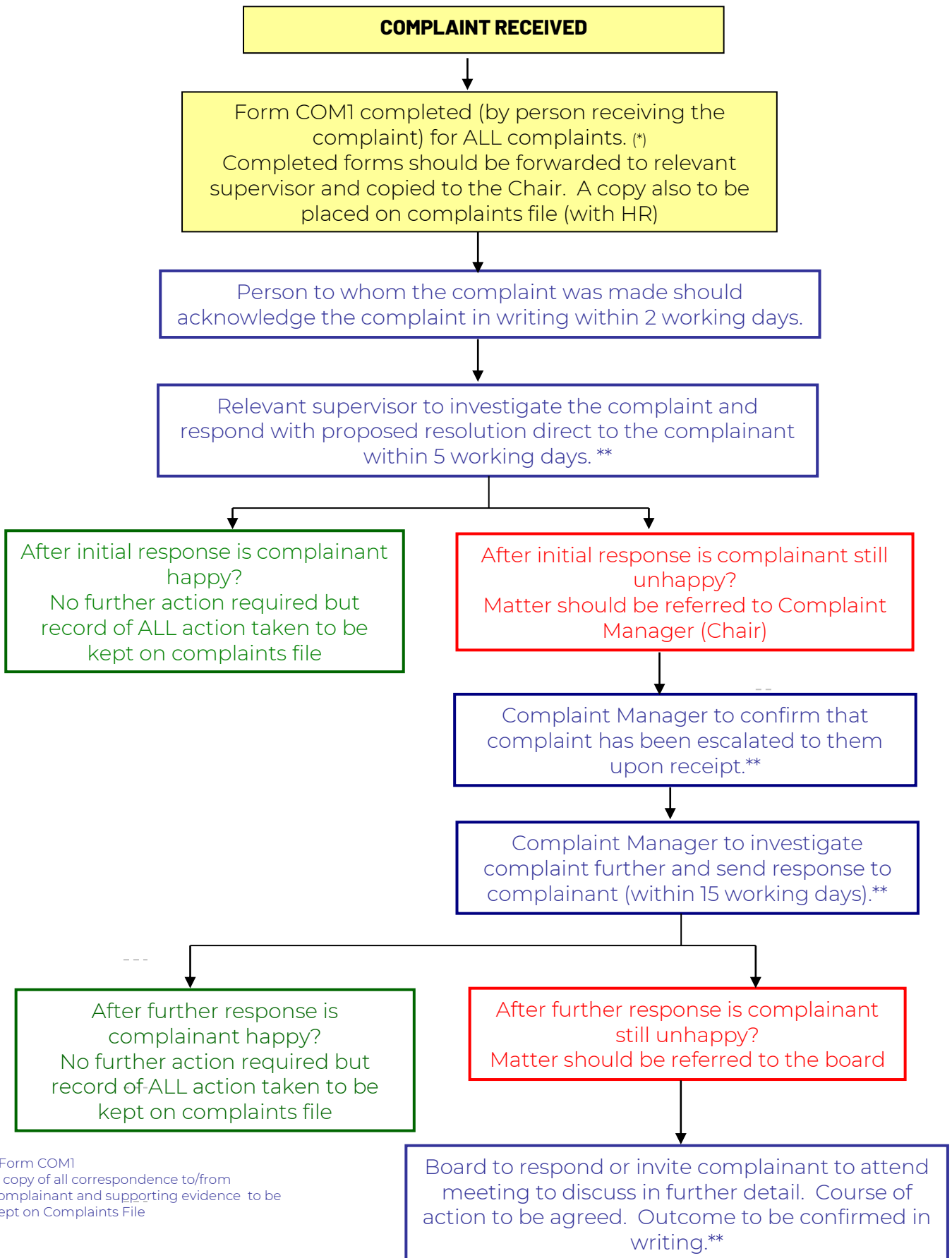
<b>PERSON MAKING THE COMPLIMENT</b>	
Name:	
Service user: [FTB/IAPT]	
<b>DETAILS OF THE COMPLIMENT</b>	
Organisation Name	
Date compliment received	
How was the compliment received? (i.e. by phone, letter, in person)	
Nature of compliment	

## **Complaints**

Complaints are valuable, welcome and important to us. When they are received, either verbally or in writing, they will be recorded on our COM 1 Form and dealt with appropriately by a member of the management team. Complaints enable LWC to:-

- ensure our services remain at a high and improving standard
- influence our organisational and service development
- inform our quality assurance programme

**Procedure (see following page)**



## LWC COMPLAINTS FORM (COM1)

<b>PERSON MAKING THE COMPLAINT</b>	
Name	
Address	
Telephone number(s)	
<b>DETAILS OF THE COMPLAINT</b>	
Date complaint received	
How was the complaint received? (i.e. by phone, letter, in person)	
Nature of complaint	
What action have you taken to date? (please include any documentation, ie emailed or written response)	
Who have you escalated this complaint on to?	
When did you escalate this?	
<b>ACTION TAKEN:</b>	
Description of action taken:	Date action taken: