

Complaints, Compliments and Suggestions Policy

Review and Amendment Log	
Policy/Procedure control	
Owner, author and contact for further information:	Head of Quality
Lead Director:	Director of People & Quality
Applicable to:	All Staff, Clients and Volunteers.
Original Policy/Procedure date:	June 2013
Version number:	8
Consultation process	Clients (NCG)
Approval Process	Trustee
Review Frequency	3 years
Equality Impacted Statement completion date	May 2023
Communication Checklist completion date	May 2023
Date of Approval	May 2026
Review Date	May 2029

Version Number	Amendment date	Updates Made
1	Nov 2011	Split procedures and policy
2	August 2014	Formatted to new format. Content reviewed and no changes made.
3	September 2015	Minor changes in job title and changes to format
4	November 2016	Minor changes to terminology (e.g. 'service user' to 'client'), job titles/contacts and formatting Reference link to Procedure (which was subject to more significant review)
5	September 2017	Updates to related Policy/Procedure (BQAF requirement) Extended review date to align with Procedure
6	February 2019	Minor changes to format
7	May 2023	Minor Changes to process (i.e. APO to BPF)
8	May 2026	Changes to the name of the Trust and job title

1. Purpose

- 1.1 Langley Trust encourages feedback from all those who use its services. The use of this policy is seen as one way for the Trust to obtain feedback to improve the quality of service it delivers and levels of satisfaction.
- 1.2 Complaints, compliments and suggestions are welcomed from all clients or their advocates, waiting list applicants, and members of the public.
- 1.3 For the purpose of this policy, a complaint is defined as any expression of dissatisfaction about an action or a lack of action, or about the standard of service. A compliment is defined as positive feedback. A suggestion is defined as an idea on how to improve delivery service.

2. Principles and Aims

- 2.1 The principles of this policy are to attempt to provide a satisfactory resolution to all complaints.
- 2.2 This policy should be read in conjunction with the following Policies/Procedures
 - Complaints, Compliments and Suggestions Procedures;
 - the Trust Service Standards;
 - Staff Code of Conduct;
 - Disciplinary Policy/Disciplinary Procedure;
 - Grievance Policy/Grievance Procedure;
 - Safeguarding Policy/Safeguarding Procedure;
 - Harassment Policy

3. Scope

- 3.1 This policy applies to clients and stakeholders that work with Langley Trust.
- 3.2 In relation to complaints the Trust will:
 - 3.2.1 Take all complaints seriously and investigate them thoroughly.
 - 3.2.2 Deal with complaints in a positive way and with the use of discretion and confidentiality.
 - 3.2.3 Let the complainant know the outcome of the investigation within an agreed timeframe.
 - 3.2.4 If the complaint is upheld, apologise and take steps to put things right and make sure that the situation does not happen again.
 - 3.2.5 Learn valuable lessons from complaints to improve service quality for the future.
 - 3.2.6 Monitor how complaints are dealt with.
 - 3.2.7 Co-operate fully with any complaints that are referred to external agencies for resolution, for example the Independent Housing Ombudsman (IHO), the Care Quality Commission (CQC) or safeguarding authorities.
 - 3.2.8 Publicise the use of the complaints system.
- 3.3 In relation to compliments the Trust will:
 - 3.3.1 Collate all compliments and consider these at the Best Practice Forum meetings to

- see how good practice can be shared across the Trust.
- 3.3.2 Recognise those staff members who receive compliments.

3.4 In relation to suggestions the Trust will:

- 3.4.1 Collate all suggestions and present these to the Best Practice Forum meeting, to ensure suggestions are fully considered.
- 3.4.2 Ensure the person making the suggestions receives formal feedback on the response.

4. Communication of this policy

- 4.1 Staff will ensure that the principles of this policy are communicated to clients during their induction and that verbal and written advice on how to give feedback is provided. Clients will also be reminded of the principles of this policy periodically.

5. Equality and Diversity

- 5.1 The Trust upholds the principle of equality for all as a framework that enables individuals to access opportunity, participate and contribute in ways that are fair and inclusive, avoiding discrimination and challenging inappropriate attitudes.
- 5.2 Recognising that it works with and serves individuals in a diverse society, the Trust seeks to act in a fair and equitable way to all. It is vital that complaints are monitored to ensure that no minority group has been discriminated against. Therefore, the profile of individuals who have made a complaint will be monitored - this will include ethnic background, gender, gender reassignment, sexual preference, age and belief. This information will be monitored monthly at the Executive Team meeting through the information provided in the Quality Report.

6. Client Involvement

- 6.1 The Trust restates its commitment to the genuine and meaningful involvement of clients in the formation and review of all policies which have an impact on service delivery.
- 6.2 As there was only a minor change to a phrase at this review and the clients input had been sought subsequently at the last review, this policy would be referred to the clients following the Trust committee's approval.
- 6.3 This policy links to the [Complaints, Compliments and Suggestions Procedures](#) document which is also reviewed at the National Consultative Group.

7. Data Protection and Confidentiality

- 7.1 As part of its work, Langley Trust will collect, hold and use information about people who receive services from or who work with or for the Trust. This will include the Trust's clients, staff, supporters, volunteers, partners and suppliers and those applying to the Trust for services or employment.
- 7.2 The Trust upholds the rights of data subjects to have their information processed in a lawful, transparent and fair manner, in accordance with the Data Protection Act 1998 and the requirements of the General Data Protection Regulation 2018 and will process all personal information in line with its own Data Protection and Confidentiality Policy and Procedures. Failure to do so or to report a potential breach of data confidentiality may be

investigated under the Trust's Disciplinary Procedures.