

COMPLAINTS PROCEDURE

1. Statement of intent

To promote the rights of all Service Users to evaluate or comment on the quality and nature of the service and to set out how they may challenge decisions made by PKAVS.

Definition of Service Users:

Carers, those with care or support needs, representatives of carers or those with care or support needs and any other individual or organisation to whom PKAVS provides a service.

Anyone who receives, requests or is affected by our services can make a complaint. PKAVS complaints procedure seeks to resolve Service Users, Customers or Members of public dissatisfaction as close as possible to the point of service through impartial and fair investigation.

Where the concern or complaint relates to fundraising, the procedure detailed within this document should be followed.

2. Monitoring

Copies of the Complaints Procedure will be displayed in premises occupied by PKAVS Services, including, without prejudice to the foregoing generality, The Gateway, The Walled Garden, Wisecraft, Shopmobility, Outreach Satellite Centres and venues used on a regular basis for conducting Outreach Work (where practically possible).

Anyone who receives, requests or is affected by our services indicating they wish to make a complaint will be advised that PKAVS has a Complaints Procedure. They will be advised that a copy of the procedure can be provided to them for their information if requested.

All complaints received must be in writing using the PKAVS complaint form (**Appendix 1**), and will be recorded in the Complaints File maintained by PKAVS HR, together with any action taken, the time taken to deal with the complaint and to whom it has been sent for commenting/ investigation.

All complaints will be reviewed by the Chief Executive who will provide regular updates to the PKAVS Board of Directors.

3. Handling concerns and complaints

What is a concern?

A concern is a matter of interest or importance to someone which they wish highlighted to PKAVS. This is normally raised with the Service manager of the service you have concerns with. Details of our services and their contacts are contained in section 6 of this policy.

What is a complaint?

A complaint is where someone is expressing their dissatisfaction about a decision, process or how they have been treated. We would require the complaint to be in writing, using our complaint form (**Appendix 1**) and will be addressed via Stages One, Two and Three of this policy.

Our definition of a complaint is:

'An expression of dissatisfaction by anyone who receives, requests or is affected by our services, or our lack of action, or about the standard of service provided by or on behalf of PKAVS.

We value all complaints to improve our service. All complaints received, including anonymous complaints will be taken seriously. Generally, we will consider anonymous complaints if there is enough information in the complaint to enable us to make further enquiries. If, however, an anonymous complaint does not provide enough information to enable us to take further action, we may decide not to pursue it. Any decision not to pursue an anonymous complaint must be authorised by the Chief Executive or a senior manager .

If an anonymous complaint makes serious allegations, we will refer it to the Chief Executive or a senior manager immediately.

If we pursue an anonymous complaint further, we will record the issues as an anonymous complaint. This will help to ensure the completeness of the complaints data we record and allow us to take corrective action where appropriate.

4. How to complain

Informal concerns

In the first instance, you should raise your concerns with the Service Manager of the service you have concerns with. Details of our services are contained in section 6 of this policy.

Formal complaints

Stage One and Two

All formal complaints must be submitted using the PKAVS complaint form (**Appendix 1**). All letters and envelopes should be marked **Private and Confidential - Complaints – HR Department**, PKAVS, The Gateway, North Methven Street, Perth, PH1 5PP. HR will then record receipt and forward to the appropriate Service or Project Manager and, Chief Executive.

Stage Three

Where the complaint is for the attention of the Chairman, all letters and envelopes should be marked **Private and Confidential - Complaints – HR Department, FAO Chairman**, PKAVS, The Gateway, North Methven Street, Perth, PH1 5PP. HR will then record receipt and forward to the Chairman.

5. Complaints procedure

The three stages of the formal complaints procedure are set out in this document. If the complainer considers the matter to be sufficiently serious in nature, then they may request that these stages are not followed in order. PKAVS is committed to resolving complaints swiftly and where possible as close to the point of service delivery. This means that we can deal with them locally and quickly, so they are less likely to escalate to the next stage of our complaints procedure.

STAGE ONE – Frontline resolution stage

The written complaint, using our complaint form (**Appendix 1**) should be addressed to HR as detailed in section 4 of this policy.

A complaint will be presented either verbally or in writing to the relevant Service or Project Manager within 28 days of the incident giving rise to the complaint. HR will record receipt of the written complaint and forward to the appropriate Service or Project Manager, with a copy provided to the Chief Executive. Where the Service or Project Manager is unavailable (for example, on annual leave), the Chief Executive will deal with any correspondence. Complaints will be acknowledged in writing within 10 days after receipt. The letter of acknowledgement will outline the nature of the complaint and will name the person responsible for investigating the complaint.

Where it is necessary, the person investigating the complaint will arrange to meet the complainant. The meeting will be conducted informally and confidentially (so far as permitted by law). The content of the meeting will be held by the person investigating. The importance of confidentiality will be emphasised. The person investigating will explain the purpose of the meeting, set out the complaint so far as it is understood, and will introduce anyone else present at the meeting (including their name and job title) and explain their function at the meeting. All parties will have the opportunity to make written submissions and present the position verbally at the meeting. All parties should be prepared to answer questions at the review meeting. The complainer will be invited to attend with the support of a friend, relative or member of PKAVS staff.

A written response outlining the findings of the individual responsible for investigating the complaint will be provided within 28 days of the receipt of the complaint.

If it is not possible to respond to the complaint within 28 days after receipt, the complainer will be sent a letter advising of the reasons for the delay within the 28 day period.

The written response will state that if the complainer is dissatisfied with the decision reached, they will have a further period of 28 days to request that the Chief Executive review the decision in accordance with Stage Two.

STAGE TWO – Chief Executive resolution stage

Whilst most complaints can be addressed at Stage one (Frontline resolution stage), PKAVS recognises that there may be a small number of occasions where a complainer considers their complaint to be of a sufficiently serious nature, or if they are dissatisfied with the outcome in Stage One, that Stage Two of the PKAVS complaints procedure should be invoked.

The written complaint, using our complaint form (**Appendix 1**) should be addressed to HR as detailed in section 4 of this policy.

The complainer should request that the Chief Executive review or investigate the matter further. As appropriate, this request should be within 28 days of the incident giving rise to the complaint or the receipt of a decision under Stage One, as appropriate. HR will record the written complaint. If the Chief Executive is unavailable (for example, on annual leave), the senior manager covering the Chief Executive's absence will deal with any correspondence.

The Chief Executive, or senior manager covering will respond in writing, within 14 days of the receipt of the request, to arrange a meeting to discuss the complaint at a mutually convenient time.

The meeting will be conducted informally and confidentially (so far as permitted by law). The content of the meeting will be held by the Chief Executive. The importance of confidentiality will be emphasised. The Chief Executive will explain the purpose of the meeting, set out the complaint so far as it is understood, and will introduce anyone else present at the meeting (including their name and job title) and explain their function at the meeting. All parties will have the opportunity to make written submissions and present the position verbally at the meeting. All parties should be

prepared to answer questions at the review meeting. The complainer will be invited to attend with the support of a friend, relative or member of PKAVS staff.

The meeting will be minuted. All parties at the meeting, including the complainer, will be notified in writing of the Chief Executive's findings, within 7 days of the meeting. The notification will outline the reasons for the decision and any action taken or proposed to be taken.

STAGE THREE – Board of Directors resolution stage

If after Stage Two has been completed, the complainer is still dissatisfied with the decision, they may present the complaint to the Board of Directors.

The written complaint, using our complaints form (**Appendix 1**) should be addressed to HR as detailed in section 4 of this policy.

HR will record the written complaint and forward to the Chairman within 14 days of the receipt. A further meeting will be arranged between the Chairman and any other members of the Board as the Chairman shall determine, the complainer and the Chief Executive. The meeting will hear the complaint and review the investigations carried out under Stages One (where appropriate) and Two. The Board will respond to the complainer in writing within 28 days of hearing the complaint stating their decision and their reasons for that decision, together with any action taken or proposed to be taken. The decision of the Board is final.

Complainers will be informed that this is the final stage of the Complaints Procedure although it does not affect their rights to complain to any regulatory body. Details of the regulatory body will be detailed within our response.

6. Contact details

PKAVS Head Office

The Gateway, North Methven Street, Perth, PH1 5PP
Email: admin@pkavs.org.uk Tel: 01738 567076 (Reception), Fax: 01738 440717
The Gateway is open 9am - 7pm Monday-Thursday and 9am-5pm on Friday

PKAVS Services

PKAVS Mental Wellbeing Services

The Walled Garden
Murray Royal Hospital grounds, Muirhall Road,
Perth, PH2 8BH
Tel: 01738 631777
Open Monday to Friday 9.30am - 3.30pm

Wisecraft
10 Lower Mill Street, Blairgowrie, PH10 6NG
Tel: 01250 874777
Open Monday to Thursday 9.30am – 3.30pm

Shopmobility

Canal Street Car Park, 31 Canal Street, Perth, PH2 8LE
Tel: 01738 783960
Open Monday to Friday 9am – 4.30pm

Voluntary Action Perthshire

PKAVS Carers Services (including Young and Adult Carers Services)

PKAVS Services for Minority Communities (MEAD Project)

The Gateway, North Methven Street, Perth, PH1 5PP

Email: admin@pkavs.org.uk Tel: 01738 567076 (Reception), Fax: 01738 440747

The Gateway is open 9am - 7pm Monday-Thursday and 9am-5pm on Friday.

Policy and review

Approved: 28 July 2014

Implemented: 28 July 2014

Review: 2 years after implementation date, or earlier if required.

Appendix 1

Complaints form

Please read our Complaints procedure policy before completing this form.

| Section 1 – About You (*Mandatory) | | |
|---|-------|--------------------|
| Surname: | | Mr/Mrs/Miss/Ms/Dr: |
| Forenames: | | |
| Address: | | |
| | | |
| | | Postcode: |
| Email: | | |
| Telephone: | Home: | Mobile: |

| Section 2 – Your complaint (*Mandatory) | |
|--|--|
| 2a | <p>Have you addressed your complaint with a member of PKAVS staff?</p> <p>Yes or no.</p> <p>If yes, please provide the name of the staff member you corresponded with.</p> |
| | |

Section 2 – Your complaint (*Mandatory)

| | |
|-----------|---|
| 2a | <p>Have you made this complaint before, i.e. is this a stage one or two complaint?</p> <p>If yes, please detail the stage and provide the date on which you made your stage one/ two complaint.</p> |
| | |

| 2b | Does your complaint about our services concern: Please tick appropriate box |
|--------------------------|---|
| <input type="checkbox"/> | Maladministration (for example, if we have delayed, made mistakes in or failed to follow our procedures). |
| <input type="checkbox"/> | Failure to give you access to information or we have given you incorrect advice or information. |
| <input type="checkbox"/> | We have not treated you politely. |
| <input type="checkbox"/> | Fundraising |
| <input type="checkbox"/> | Other, please detail below. |
| <input type="checkbox"/> | |

2c

Please detail your complaint about our services? (*Mandatory)

Please outline your complaint about our service, telling us:

- what happened;
- when it happened;
- who dealt with you;
- what you would like us to do to put things right.

Section 3 – Where to send this completed form

By post

STAGE 1 and STAGE 2 Complaints

All letters and envelopes should be marked:

Private and Confidential - Complaints – HR Department, PKAVS, The Gateway, North Methven Street, Perth, PH1 5PP.

HR will then record receipt and forward to the appropriate Service or Project Manager and, Chief Executive.

STAGE 3 Complaints

Where the complaint is for the attention of the Chairman, all letters and envelopes should be marked:

Private and Confidential - Complaints – HR Department FAO Chairman, PKAVS, The Gateway, North Methven Street, Perth, PH1 5PP.

HR will then record receipt and forward to the Chairman.

Should you have any other details you wish to share, please provide details in the box below.