



Complaints Policy and Procedure (How to Make a Complaint)

AUTHOR: Vikki Rodgers, Service Manager

VERSION: 7

STATUS: **RATIFIED**

DATE APPROVED: June 2021

APPROVED BY: The Hospital Board

IMPLEMENTATION DATE: July 2024

REVIEW DATE: July 2027

Version Control and Amendment Log

<u>Version no:</u>	<u>Type of Change</u>	<u>Date</u>	<u>Description of Change(s)</u>
3.0	Review/ratification/issue	September 2016	Policy updated as per schedule
4.0	Review/ratification/issue	February 2017	Early review undertaken to update policy and split policy into separate policies (how to make complaint & Management of Complaints)
5.0	Review/ratification/issue	December 2018	Review of policy with additions
6.0	Review/ratification/issue	June 2021	Full review of policy as pre schedule and to comply with any new relevant guidance or law
7.0	Review/ratification/issue	July 2024	Full review of policy as pre schedule and to comply with any new relevant guidance or law

1.0 INTRODUCTION

- 1.1 Riverdale is committed to ensuring that Complaints and Concerns received from people using its services are acknowledged and responded to and views such complaints as an opportunity to learn and improve the service it will provide for the future.
- 1.2 The purpose of this policy and procedure is to ensure that all users of the service are able to raise their concerns and complaints and have them thoroughly and effectively investigated.
- 1.3 The policy sets out the way in which complaints are made.

2.0 POLICY PRINCIPLES

- 2.1 This policy aims to ensure that the complaints process is flexible and responsive to the needs of the individual complainant and involves them in the decisions concerning the handling of their complaint and that:
- 2.1.1 Individuals who complain are listened to and treated with courtesy and empathy.
- 2.1.2 Individuals who make a complaint are not disadvantaged as a result of making a complaint.
- 2.1.3 Complainants are kept informed of the progress and outcome of any investigations.

- 2.1.4 Actions to rectify the cause of the complaint is identified and implemented.
- 2.1.5 All complaint information will be handled sensitively and will comply with confidentiality and data protection policies.

3.0 DEFINITION/PURPOSE

3.1 Complaint

- 3.1.1 A Complaint is an expression of dissatisfaction, whether justified or not, about any aspect of the hospital and/or its service. Complaints may be made by anyone who uses our service.
- 3.1.2 A complaint can be received verbally, by phone, by email or in writing.

3.2 Concerns and enquiries (Incidents)

- 3.2.1 A concern or enquiry is a problem raised that can be resolved or responded to straight away or in a short timeframe. These are not reported as complaints and as such fall outside the complaint's procedure.

4.0 PROCEDURE FOR MAKING A COMPLAINT

4.1 A complaint or concern can be discussed with any member of the staff team. However, we recognise that you may wish to raise your complaint directly with either the Ward Managers; the Service Manager or Non-clinical Services Manager who will be happy to discuss any queries, concerns or complaints that you may have.

- 4.1.1 An appointment can be made with one of the Ward Managers, Service Manager or Non-clinical Services Manager in writing or by telephone using the following contact details:

Riverdale Hospital
93 Riverdale Road
Sheffield
S10 3FE

Telephone: 0114 2302140

- 4.1.2 Alternatively, an appointment can be made with one of the Ward Managers, Service Manager or Non-clinical Services Manager through any member of staff. There is no requirement to inform staff of the reason for the appointment.

4.2 Should it not be deemed appropriate to make a complaint to the Manager or a member of staff, complaints may also be addressed to the Chairman of the Board, Paddy Campbell. His email contact address is ipcampbell@hotmail.com

4.3 Should you require any assistance in making a complaint we will provide you with details of a Mental Health Advocate or additionally, and if appropriate, you can seek the support of any member of staff.

4.4 Riverdale Grange is a registered hospital provider with the Care Quality Commission (CQC). Unresolved complaints or concerns can be directed to the Care Quality Commission via the following contact details:

Care Quality Commission
National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4WH

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

4.5 You also have the right to take your complaint to the Parliamentary and Health Service Ombudsman, which is independent of the NHS. For more information call 0345 015 4033 or visit their website at www.ombudsman.org.uk.

5.0 PROCESS FOR MONITORING COMPLIANCE

5.1 Compliance will be monitored by the senior management team. Management of complaints will be monitored in line with the Complaints Tracker.

6.0 EQUALITY IMPACT ASSESSMENT

6.1 This policy has been assessed using the Equality Impact Assessment. The outcome of the Initial Screening Assessment was that the policy does not discriminate against individuals or groups on the basis of their ethnic origin, physical or mental abilities, gender, age, religious beliefs or sexual orientation.