



**MacIntyre**  
Providing support...your way

# **Complaints, Compliments and Feedback Policy**

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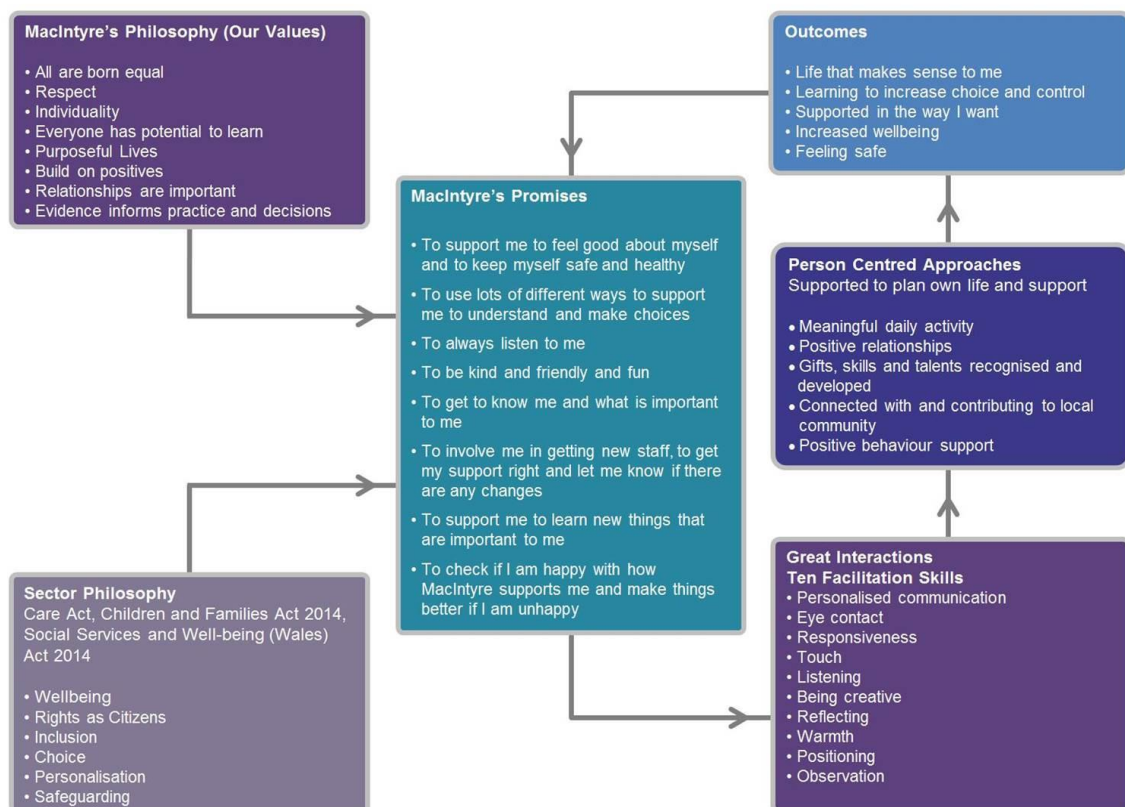
# 1 Introduction

MacIntyre is committed to providing the best possible services and to empowering the people we support. We recognise that the way we respond to and manage complaints, suggestions, compliments and feedback of all kinds is an important part of our continuous improvement strategy.

We have set out a concise policy statement which is supplemented by extensive best practice guidance that is intended to provide support in dealing with complaints, compliments and feedback of all kinds.

# 2 Underpinning Principles

MacIntyre's DNA shows the importance we put on placing each person at the centre of their service. The MacIntyre Promises will be personalised for each person supported by MacIntyre and our facilitative way of working and person centred approach ensure that any person using a MacIntyre service is always fully involved in decisions affecting all aspects of his or her life.



MacIntyre's Great Interactions Policy places a duty on every employee of MacIntyre to develop his/her practice and ensure his/her interactions are facilitative and of the highest order. It is incorporated into the heart of MacIntyre's core building blocks of recruitment, induction, supervision, team work, professional development, communication and person centred planning.

This policy sets out how we respond to and manage complaints, suggestions, compliments and feedback of all kinds. It is thus crucial in delivering our DNA to the people we support, as well as providing a way that families, professionals neighbours and others can comment on the service we provide.

### 3 Complaints

The way MacIntyre manages complaints, compliments and feedback of all kinds will be:

- Honest, constructive and open.
- Timely.
- Consistent and fair, avoiding bias.
- Confidential and sensitive, with each complaint or comment being considered on its merit with due care being paid to individual differences and needs.

This document lays out MacIntyre's commitment to listening to people who wish to give feedback of any kind. It also provides details of the 3 stage procedure for managing complaints.

#### 3.1 Compliance with official guidance

This policy and its accompanying complaints procedures and guidance comply with:

- The Care Quality Commission's 'Guidance for providers on meeting the regulations'
- The Domiciliary Care Agencies (Wales) Regulations 2004 (as amended)
- The principles and practices of the single complaints procedure for the NHS and adult social care described in the Department of Health's 'Listening, Responding, Improving – a guide to better customer care'(2009)
- The guidance issued by the Local Government Ombudsman on the management of complaints in adult and children's care services and in schools.
- Relevant legislation concerning schools and children's homes.

#### 3.2 Other MacIntyre policies

This policy should be read in conjunction with the following Policies:

- Safeguarding Adults at Risk and Safeguarding Children and Young People Policies – these give details about how we protect people from abuse
- Grievance Policy – to be used when staff wish to complain about another member of staff or about MacIntyre
- Whistleblowing Policy – to be used when staff believe that wrongdoing is occurring within the organisation and wish to alert MacIntyre or the relevant authority
- Person Centred Approaches Policy
- Great Interactions Policy
- Accessible Information Policy

### 4 Scope

The Complaints Procedure is available to people we support, other stakeholders and anyone else affected by MacIntyre's activities.

This policy and accompanying good practice guidance applies to all MacIntyre employees and volunteers across MacIntyre Adult and No Limits services. MacIntyre Wingrave School has its own Complaints Procedure.

## 5 Policy

- MacIntyre will listen to and take seriously any complaint made by a person we support or any other stakeholder.
- MacIntyre will ensure that people who use our services and any other stakeholder know how to make a complaint, compliment or give feedback of all kinds.
- MacIntyre will provide a flexible complaints procedure so that people we support and other stakeholders can make complaints easily.
- Person centred approaches are a fundamental element of MacIntyre's "DNA" and we will provide person centred support to use the Complaints procedure for people we support if they need it.
- MacIntyre's Great Interactions Policy places a formal duty on all employees to be personally accountable for the standard of their practice. This includes supporting people to give feedback of any kind in a way of their choosing.
- People who make a complaint will not be blamed or criticised.
- MacIntyre will manage complaints honestly, constructively, sensitively and fairly.
- MacIntyre will resolve complaints at the earliest possible opportunity in the most efficient and effective way, causing the minimum possible stress to people who make a complaint.
- MacIntyre will keep people who make a complaint informed about timescales and progress whilst we investigate their complaint.
- Where things have gone wrong, MacIntyre will give an explanation to people who made a complaint and, where appropriate, give an apology and explain what action we are taking to put it right.
- MacIntyre will ensure that staff are confident to manage complaints, compliments and feedback and we will provide guidance to help them carry out this role.
- MacIntyre will use complaints, compliments and feedback of all kinds to identify and implement service improvements, and share these across the organisation where appropriate.
- MacIntyre will ensure that there are regular formal and informal mechanisms for asking for feedback from people as part of its continuous improvement strategy.

## 6 Complaints Procedure

MacIntyre has a 3-stage Complaints Procedure:

- Stage 1: Informal or local resolution
- Stage 2: Formal or investigation stage
- Stage 3: Appeal

The Complaints Procedure is available on request or from our website

[www.macintyrecharity.org](http://www.macintyrecharity.org):

- For complaints about any MacIntyre service apart from the schools or children's homes, see our 'Complaints and Compliments about MacIntyre' leaflet (available on My MacIntyre)
- For complaints about our schools or children's homes, please ask the school or children's home for a copy of their Complaints Procedure, or download it from MacIntyre's website.

## 7 Schedule of Roles and Responsibilities

### 7.1 Trustees

- To ratify policy.
- To receive company audited information about the level of complaints and other feedback and the responses, and how this has informed the annual strategic plan.

### 7.2 Chief Executive Officer

- To provide trustees with updates about this policy.
- To provide the Trustees with organisational-wide information about the level of complaints and other feedback and the responses.

### 7.3 Directors

- To create and deliver the policy.
- To authorise variation in policy in local circumstances.
- To monitor the level of complaints and other feedback and the responses.
- To oversee the evaluation of the policy.

### 7.4 Heads of Operations

- To enforce policy and procedures.
- To ensure the full implementation and evaluation of this policy.
- To monitor and review complaints and other feedback, and identify and implement improvements in their division.
- To work with area managers to produce divisional action plans in response to the individual to organisational change process.
- To be responsible for issuing and updating the associated Good Practice Guidance.

### **7.5 Designated complaints manager (Head of Compliance and Safeguarding)**

- To advise on the handling of all complaints at Stage 2 or beyond.
- To monitor and take an overview of how complaints are handled within MacIntyre and to advise on policy and best practice.
- To produce an annual report on complaints within MacIntyre.

### **7.6 Managers (or equivalent)**

- To enforce policy and procedures.
- To lead the implementation of this policy and continuously improve practice standards in their area.
- Where appropriate to investigate and respond to complaints.
- To monitor and review complaints and other feedback, and identify and implement improvements in their area.
- To work with heads of service to reflect on feedback of all kinds to produce area plans to support service improvements.

### **7.7 Front Line Manager**

- To implement policy and procedure within the service.
- To ensure the Complaints process is accessible to all people using the service and other stakeholders.
- Where appropriate to investigate and respond to complaints.
- To monitor and review complaints and reflect on feedback of all kinds to identify and implement service improvements.
- To ensure all new employees are inducted in this policy and how to support people to give feedback.
- To work with the staff team and area manager to develop a service plan taking account of feedback of all kinds.

### **7.8 All Employees and Volunteers**

- To be aware of the policy and procedures and their role in delivering them and how they link with other policies.
- To reflect on feedback of all kinds to improve their own performance.
- To support people to complain and give feedback of all kinds.
- To record complaints and feedback where appropriate.

## **8. Good Practice Guidance**

- MacIntyre will from time to time issue Good Practice Guidance on the implementation of this policy.