



Comments, Compliments, Concerns and Complaints Policy

This policy applies to the management of comments, compliments, concerns or complaints' with regard to all members of INTERIM.

We have a responsibility to ensure that anyone who makes a comment or gives a compliment receives the appropriate response.

We have clear and strong governance arrangements so that everyone concerned with INTERIM understands the importance of managing concerns.

Our complaints procedure wherever possible acts to satisfy the person who has made the complaint promptly and sensitively.

We are open and accountable and explain how a complaint can be made and how to proceed if the person who has made the complaint feels that our response is unsatisfactory.

Complaints will be investigated fully, transparently and impartially. When something has gone wrong it is vital to establish the facts about what happened in a systematic manner.

By acting fairly and proportionately, we will treat the person who has made a complaint impartially and fairly, striving to investigate matters thoroughly and to reach conclusions quickly. We will also treat any member of INTERIM who has been complained about equitably.

Putting things right – acknowledging our mistakes and apologising where we need to – will be a key part of any remedy required. Our responses will be prompt, appropriate and proportionate.

We use the feedback and the lessons arising from complaints to improve the design and delivery of our services. We have systems in place to record, analyse and report on what we

have learnt. Where appropriate, we will tell the person who has made a complaint about these lessons and what changes we have made to prevent similar things happening again.

Definitions

Comment

A comment is a statement (made either verbally or in writing) to any member of INTERIM. A comment is an expression of a personal opinion or attitude, with no expectation from the person making the comment that any action is required.

Compliment

A compliment is an expression of satisfaction about a service received. Compliments are positive feedback received either verbally or in writing. They can include expressions of praise, admiration, or congratulation and provide valuable information, encouragement and a feeling of satisfaction.

INTERIM has an established procedure to recognise and capture compliments and share the learning from good practice, whether achieved by an individual or as a team effort. We log details of all compliments.

Concern

A concern is an issue of interest, importance or unfavourable experience raised with any member of INTERIM, who can immediately respond, answer any questions and resolve issues by clarification with the person. For example, by talking with them or by providing an explanation or supporting information. A concern does not need to be recorded as a complaint.

Complaint

A complaint is an expression of dissatisfaction, disappointment or discontent about an act, omission or decision in respect to any service INTERIM provides and requires a response and action. Complaints may be made in a variety of ways:

- verbally (in person or by telephone)
- in writing, electronically, for example, via email or text message
- via online feedback channels

All complaints are recorded.

Confidentiality

Complaints will be handled in the strictest confidence, in accordance with the INTERIM's policy concerning confidentiality. Arrangements will be made for the handling of all confidential information in compliance with the Data Protection Act 1998.

Investigations into complaints we receive

When conducting any complaints investigation we will establish the facts in a systematic way, collecting and assessing evidence, conducting interviews, referring to records and documents and taking expert advice if required.

Once the evidence has been gathered, it will need to be assessed in order to decide what is fair and reasonable in the circumstances of each complaint.

Trustees are accountable for ensuring that effective controls are in place to support the aims of complaints management and to ensure that all complaints are handled in a systematic and fair way.