

**The Rehab Group**  
Complaints & Compliments Policy

**Applies Jurisdiction:**  ALL

**Division:**  ALL

**Reference Number:** COR-GOV-002

**Version Number:** V3

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**Date:** February 2018

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**Title:** Director Quality & Governance  
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# **Rehab Group – Complaints & Compliments Policy**

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# Rehab Group – Complaints & Compliments Policy

## 1.0 POLICY STATEMENT

The Rehab Group seeks to create a climate where positive and negative feedback on its services and activities is encouraged and responded to. Feedback is welcome from staff, People who use our services and all other stakeholders.

In promoting a culture of organisational learning and development, this policy describes how complaints and compliments (feedback), is recorded, responded to and reported on.

It is Rehab Groups policy to:

- **Enable** feedback;
- **Listen and Respond** to feedback;
- **Support** People who use our services;
- **Support** staff;
- **Learning**, improvement and accountability.

### Communication

Rehab Groups aim is to have a transparent and easily accessible feedback process. We will:

- Provide information about where and how to provide feedback.
- Provide information which is readily available about how the feedback process will be managed.
- Communicate with parties about the progress of managing the feedback received.
- Provide a timely response to feedback.
- Train relevant staff to manage complaints.
- Share any learning from service user feedback.

## 2.0 PURPOSE

The Rehab Group recognises the right of all to;

- Make an informal and/or formal complaint or compliment.
- Have an advocate if requested; (*Those who have been unsuccessful in an application to access a Rehab Group Service will be made aware of advocacy services external to Rehab Group if they wish to make a complaint*)
- Have a complaint acknowledged in writing and in a way that is understood.

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- Not have details of complaints made known to those that don't need to know about them.
- Have their complaint dealt with in a fair, impartial, timely and resolution-focused manner.
- Know what stage the complaint is at and what stages the complaint is likely to go through.
- Have the outcome and reasons for the outcome explained to the Complainant (*with the support of an advocate if required*) in an understandable manner.
- Appeal the outcome internally and externally if dissatisfied with the outcome.
- Given the difference in nature and complexity of a compliment and complaint, they are dealt with through different procedures under this policy.

**If the complaint is concerned with an allegation or suspicion of abuse the Rehab Group Protection / Safeguarding policies should be referred to immediately.**

### 3.0 SCOPE

This policy applies to people who use Rehab Group services and to family members, those who have unsuccessfully applied for a Rehab Group Service, members of the public and other relevant stakeholders.

The complaint can be about any action of Rehab Group that;

- Is claimed does not accord with fair and sound administrative practice;
- Adversely affects that person.

#### **Policy does not cover:**

- A matter that is or has been the subject of legal proceedings before a court or tribunal.
- An action taken by Rehab Group **solely** on the advice of a person authorised to exercise clinical judgement.
- A matter that could prejudice an investigation being taken by the Garda Siochana/Police.
- A matter that has been brought before any other complaints procedure established under an enactment.
- A matter that falls under the remit of other organisations.

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- An attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision.

### 4.0 DEFINITIONS

<b>Complaint</b>	A complaint is an expression of dissatisfaction where the complainant requests resolution/ investigation, independently or when queried by a staff member, about the quality of service provided by a Rehab Group service or about the competence, attitude or performance of staff members of Rehab Group whilst carrying out their duties.
<b>Complainant</b>	Person making the complaint.
<b>Compliment</b>	A compliment is an expression of satisfaction made by an individual about the service received from Rehab Group. A compliment may be made in relation to an individual, a team or Rehab Group as whole.
<b>Advocacy</b>	Advocacy is a means of empowering people by supporting them to assert their views and claim their entitlements and where necessary, representing and negotiating on their behalf.
<b>Advocate</b>	An advocate is a person that supports a person to express their views and opinions.
<b>External Agency</b>	An agency external to Rehab Group such as an agency which funds the service or a watchdog organisation. E.g. HSE, HIQA, CQC, OFSTED, Police

### 5.0 GENERAL PROVISIONS / PROCEDURE

**Compliments;** In promoting a culture of organisational learning and development, and one where we want to give proper recognition the efforts staff make on a daily basis. Compliments and expressions of appreciation are valuable in monitoring the effectiveness of the service

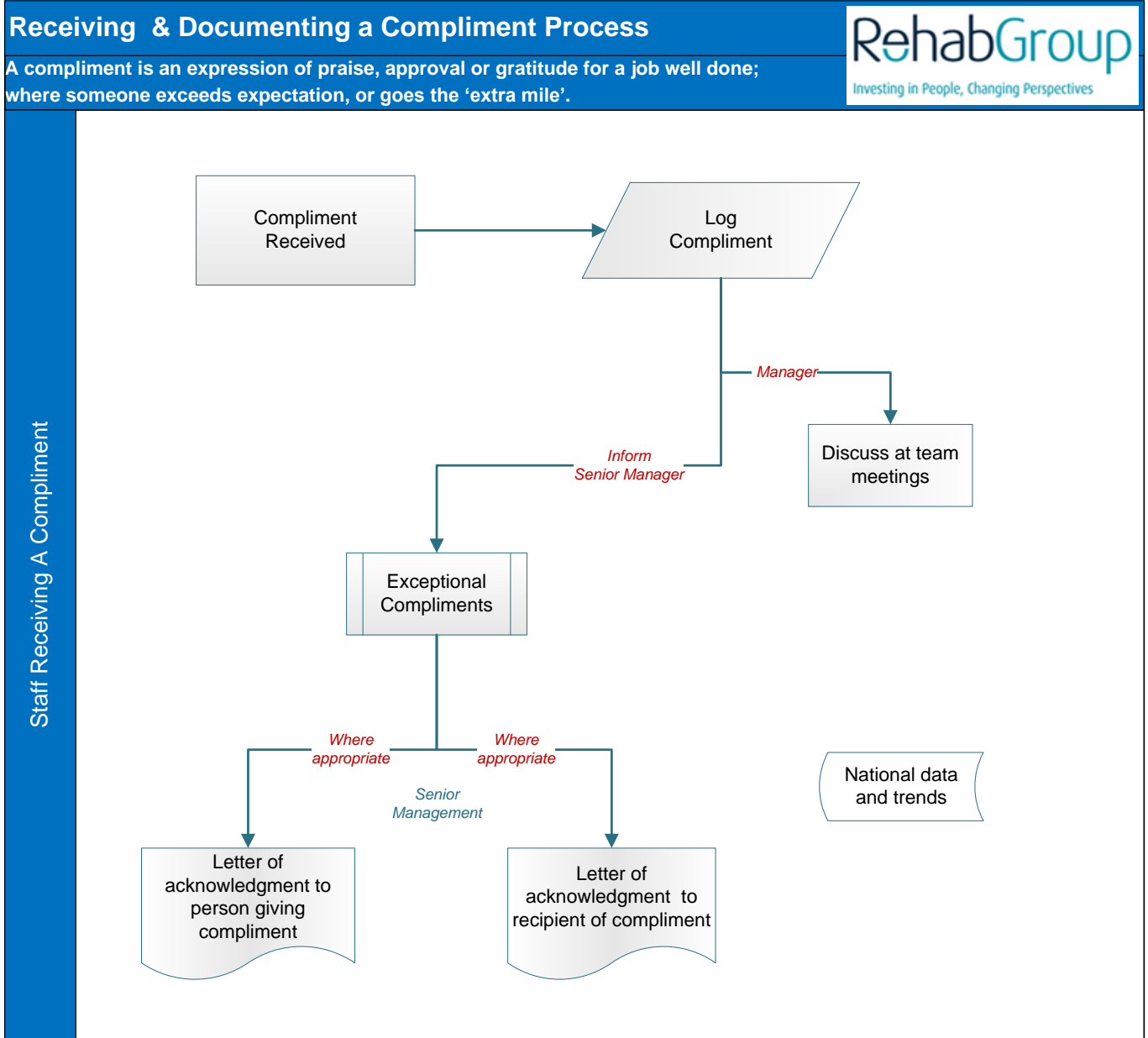
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being provided, and specific efforts and contribution made by staff. Compliments can provide useful learning points and examples of good practice which can be shared throughout the organisation to encourage our staff to continue to provide and improve on excellent service. They can also be used to provide acknowledgment to staff where their contribution has been recognised as an individual or as part of a team.

Compliments Procedure		
Action	Description	Who Responsible
<b>Receiving a Compliment</b>		
Receiving	A compliment may come from a person who uses our services, or from a third party on behalf of a person who uses our services	All Staff
	A compliment may be made in a number of different formats including: <ul style="list-style-type: none"> <li>• In person / verbally</li> <li>• By phone</li> <li>• Witten</li> </ul>	All Staff
	Compliments received will be passed to the line manager.	All Staff
<b>Logging &amp; Communicating a Compliment</b>		
Logging	Managers will seek to ensure that: <ul style="list-style-type: none"> <li>• Staff teams named in the compliment are notified</li> </ul>	All Managers
	If learning's from a compliment are transferable within a service / centre / division or within group, these learning's will be communicated via <ul style="list-style-type: none"> <li>• Supervision</li> <li>• A log of compliments</li> </ul>	All Managers
<b>Acknowledging Compliment</b>		
Exceptional Compliments	Senior Management ( <i>ROO, ISM</i> ) are informed when a received compliment is deemed exceptional ( <i>for actions over and above required by an employee</i> )	Manager
	If deemed appropriate, Senior Management will forward the following; <ul style="list-style-type: none"> <li>• A letter of acknowledgement to the person giving the compliment.</li> <li>• A letter of acknowledgement to the recipient of the compliment.</li> </ul>	Senior Management

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**Complaints;** In promoting a culture of organisational learning and development, Complaints are valuable in monitoring the effectiveness of the services and supports being provided. An effective complaint system provides significant benefits;

- It resolves issues raised in a timely and cost effective way;
- It provides valuable information that can lead to service improvement.
- It can improve the reputation of and strengthen confidence in the organisation and the people it serves.

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Action	Description	Who Responsible
<b>Receiving a Complaint</b>		
	A complaint is made by a person who uses our services, family member, member of the public or other stakeholders, either in writing or verbally to Any Staff Member, the Manager or Local Complaints Officer.	Any Staff Member
<b>Resolve Complaint at Point of Contact</b> <i>(85% of complaints can be resolved at point of contact)</i>		
Stage 1	<b>Point of Contact Resolution</b> <i>(2 working days)</i> <ul style="list-style-type: none"> <li>Contact/meet with the complainant (and advocate if required) to discuss complaint and resolution of same, ensure that the complainant is happy with the agreed resolution.</li> <li>Document complaint &amp; resolution details providing a synopsis of resolution, date resolved and complaint type. <ul style="list-style-type: none"> <li>➤ <b>Close Complaint.</b></li> </ul> </li> </ul>	Staff Member / Manager
	<b>Complaint cannot be Resolved at Point of Contact</b> Escalate to Stage 2; Internal Formal Investigation	
<b>Internal Formal Investigation</b>		
Stage 2	<ul style="list-style-type: none"> <li>Document complaint</li> <li>Acknowledge the complaint no later than 2 working days after the day on which complaint was received. Informing complainant what will be investigated.</li> <li>Investigation to be completed by Local Complaints Officer within 30 working days or inform Complainant of delay by due date and update every 20 days.</li> <li>Letter detailing recommendation actions forwarded to complainant <i>(within 30 working days)</i>.</li> </ul> <p><i>*Where a complaint is of a serious nature or meets the escalation criteria, the complaint must be escalated to the Senior Management or Complaints Officer.</i></p>	Local Complaints Officer
	<b>Complaint Resolved at Internal Investigation Stage 2</b> <i>(30 working days)</i> <ul style="list-style-type: none"> <li>Arrange to discuss outcome of investigation and any actions pertaining same to ensure that the complainant is happy with the agreed resolution.</li> <li>Confirm final outcome in writing to Complainant.</li> <li>Document resolution details providing a synopsis on resolution, date resolved and type of complaint.</li> <li>Review the complaint to identify if there were any quality or safety issues that need to be addressed at local, regional level and implement these. <ul style="list-style-type: none"> <li>➤ <b>Close Complaint.</b></li> </ul> </li> </ul>	Local Complaints Officer



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	<p><b>Complaint cannot be Resolved at Internal Investigation Stage 2</b></p> <p>If the complainant is unhappy with outcome of investigation they can either;</p> <ol style="list-style-type: none"> <li>1) Request an internal post investigation review within 10 working days of receiving Investigation report <b>or</b></li> <li>2) Escalate complaint to <b>Stage 4</b> Independent Review by external body e.g. Ombudsman</li> </ol>	Complaints Manager
<b>Internal Complaint Review</b>		
<b>Stage 3</b>	<p>Complainant has requested a post investigation review (<i>30 working days</i>)</p> <ul style="list-style-type: none"> <li>• Contact Complainant (<i>within 2 working days</i>).</li> <li>• Review Officer Issue's acknowledgement letter to Complainant (<i>within 5 working days</i>).</li> <li>• Review of recommendations (<i>within 20 working days</i>) or request by due date in writing an extension.</li> <li>• Letter confirming outcome of review to Complainant and Complaints Officer (<i>within 20 working days</i>)</li> </ul>	Complaints Manager / Senior Management
	<p><b>Complaint can be Resolved at Internal Review Stage 3</b></p> <ul style="list-style-type: none"> <li>• Contact/meet with the complainant (and advocate if required) to discuss complaint, review and resolution of same, ensure that the complainant is happy with the agreed resolution.</li> <li>• Review the complaint to identify if there were any quality or safety issues that need to be addressed at local, regional or national level and implement these.</li> <li>• Document resolution details providing a synopsis on resolution, date resolved and type of complaint.</li> </ul> <p style="text-align: center;">➤ <b>Close Complaint.</b></p>	Senior Manager /Complaints Manager
	<p><b>Complaint cannot be Resolved at Internal Review Stage 3</b></p> <p>If Complainant is dissatisfied with outcome of investigation review they can escalate complaint to <b>Stage 4</b> Independent Review</p>	Senior Manager /Complaints Manager
<b>Independent Review</b>		
<b>Stage 4</b>	<p>Complainant is dissatisfied with outcome of investigation and investigation review, advise that the complaint can be referred to an external body e.g. Ombudsman for relevant service area (<i>see details in appendices 2.0</i>)</p> <p>Or Escalate to Relevant Local Authority</p>	Senior Manager /Complaints Manager
<b>Complaints Management</b>		

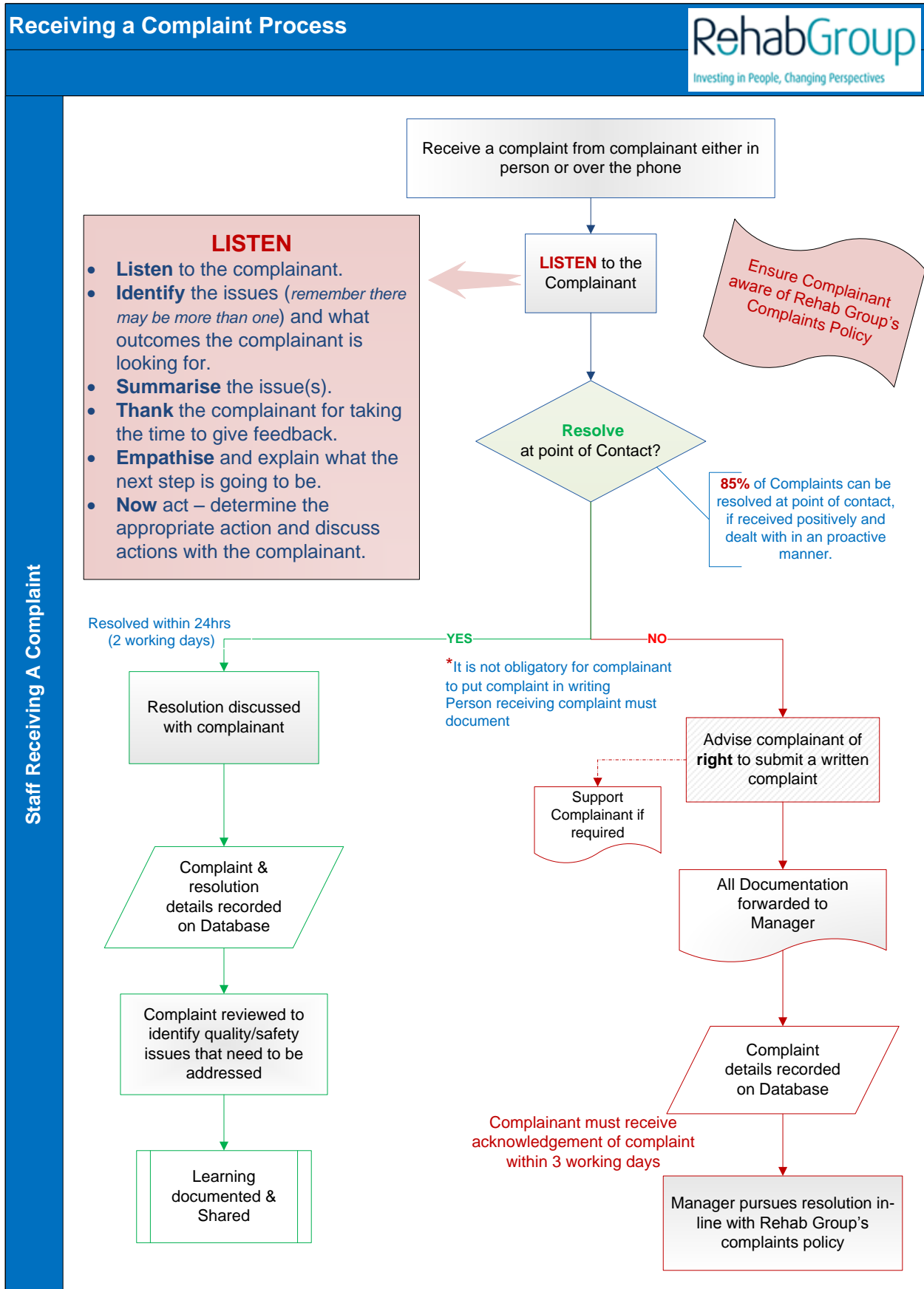
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	<p>*Document all complaints to include Complaint details, dates, investigation details, resolution details and report to Complaints Manager Monthly</p> <p>*Review active complaints monthly to ensure they are been addressed within policy timeframes.</p>	Local Complaints Officer
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\* When required by regulation or contract the Rehab Group will refer complaints to an appropriate external body.

\*All complainants have a right to appoint an advocate to assist them in making and managing their complaint. A person who uses Rehab’s services can request the assistance of Rehab Group Advocacy NRAC or ask a staff member to perform the role of advocate, if it is possible to do so within the principles of the roles of an advocate. (See **Section 6: Roles and Responsibilities**).

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*\*This policy does not affect the statutory rights of the complainant/subject of the complaint.*

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## 6 .0 ROLES & RESPONSILBITIES

### Who can make a Complaint?

Any person who has received or sought a service from the Rehab Group, family members, members of the public and other relevant stakeholders.

If a person wishes to make a complaint, but is unable to do so because of age, illness, disability or death, the complaint may be made on that person's behalf by a person of their choice. The agreed person(s) is called a representative and may include:

A close relative, carer of the person (parent, guardian, son, daughter or spouse or a partner), any legal representative of the person, an advocate or any other individual with the consent of the person.

Where a complaint is made by a representative of a complainant, the Rehab Group will only divulge information in relation to the person where the person gives their consent for disclosure.

A family member may also make a complaint to the Rehab Group on their own behalf rather than on behalf of their family member.

Where a complaint is made by a representative of a complainant, information divulged to the representative will be governed by the complainant's consent.

### Rehab Group Staff:

It is the duty of **all** staff to:

- Comply with this policy.
- Ensure that this policy is implemented and adhered to in their area and that the rights and legitimate interests of service users and staff are protected.
- Promote a culture and attitude that welcomes feedback and supports the effective and time resolution of complaints received.
- Ensure that information on how to provide feedback and on how to make a complaint is accessible and made widely available.
- Support service users and staff in the implementation of the policy.

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### **Local Complaints Officer:** *(Service Manager or other appropriate person)*

Each service will have a designated local complaints officer who will take responsibility for the management of local complaints and will:

- Be the point of contact for the complainant.
- Update the Complainant on the progress of their complaint.
- Ensure that complaints are dealt with in a timely and efficient manner.
- Inform the complainant of the outcome of their complaint.
- Liaise with the national complaints officer.
- Ensure that all complaints received are logged on the complaints management database ensuring that it is consistently up to date.
- Record and identify trends.

### **Advocate:** *(Internal / External)*

- Supporting and empowering the person to speak for themselves as much as possible.
- Respecting the person and his/her wishes.
- Ensuring that the person has access to all relevant information about the complaints process.
- Acting independently.
- Maintaining confidentiality.
- Acting with diligence and competence.

### **Rehab Group Complaints Officer:**

- Be the point of contact for Management & staff.
- Provide information and support to the Local Complaints Officer in the resolution of complaints.
- Monitor that complaints are dealt with in a timely efficient manner.
- Provide information and support in the escalation of complaints.
- Informed of a complaint at stage 2 and engaged in stage 3.
- Ensure that all complaints received are logged on the complaints management database, ensuring that it is consistently up to date.
- Present reports on monthly and quarterly basis.
- Ensure all reporting requirements are complied with.
- Alternative contact for complainant.

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## **Rehab Group Management:**

- Comply with this policy.
- Ensure that this policy is implemented and adhered to in their area and that the rights and legitimate interests of service users and staff are protected.
- Promote a culture and attitude that welcomes feedback and supports the effective and time resolution of complaints received.
- Ensure that information on how to provide feedback and on how to make a complaint is accessible and made widely available throughout all locations.
- Provide an efficient, effective, fair and accessible system for handling service user feedback.
- Support service users and staff in the implementation of the policy.
- All service users are given details of the policy when commencing in the service. Members of the public and other relevant stakeholders may be supplied with a copy of the policy on request.

## **Rehab Group Divisions:**

- A system to centrally log all complaints and appropriately manage and collate them.
- A system to periodically review complaints information in order to identify trends and additional training needs.
- A system whereby experience in complaint management can be shared within the Group.
- A system whereby feedback trends can be identified and shared.
- A local staff member who will take overall responsibility for complaint management at local level (Local Complaints Officer).

## **7.0 EVALUATION & AUDIT**

All compliments and complaints are monitored monthly to ensure that they are managed and resolved in line with procedure. Metrics and trends are analysed and presented to Operations Team, SLT & Board members quarterly and shared with funding bodies where stated in Service Agreements.

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## 8.0 REFERENCES

Health Act 2004, Part 9.  
Health Act 2004 (Complaints) Regulations 2006  
Health Act 1970  
Mental Health Act 2001  
Disabilities Act 2005  
Care Standards Act 2000 UK  
Human Rights Act 1998

## 8.1 Related PPPGs

Making a Complaint (SU)  
Dealing with a Complaint (Staff)

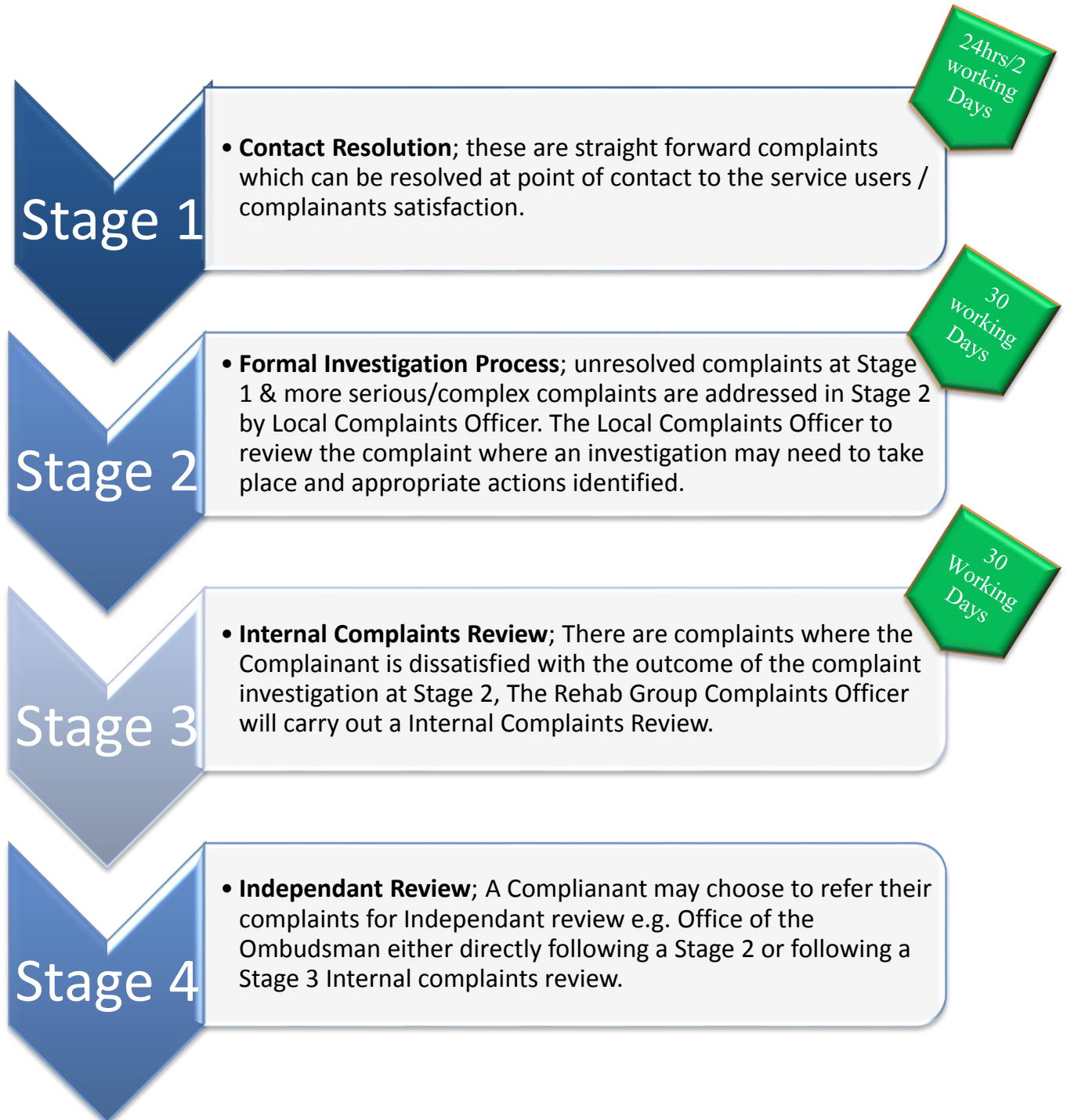
## 9.0 Appendices

Appendix 1: Overview of complaints stages & timeframes  
Appendix 2: List of Ombudsmen for each jurisdiction  
Appendix 3: List of Reviewers  
Appendix 4: Read and Understood

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## Appendices 1.0 : Overview of complaints stages & timeframes





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### **Appendices 2.0 : List of Ombudsman for each jurisdiction**

HSE, Director of Advocacy, Oak House, Millennium Park, Naas, Co Kildare Telephone: 1890 424 555

Office of the Ombudsman, telephone: 1890 223 030;  
[www.ombudsman.ie](http://www.ombudsman.ie)

Ombudsman for Children, telephone: 1800 202 040; [www.oco.ie](http://www.oco.ie)

Confidential recipient for vulnerable persons; Leigh Gath  
email; [leigh.gath@crhealth.ie](mailto:leigh.gath@crhealth.ie) Low call; 1890 100014 Mobile; 087  
6657269

Office for Ombudsman Wales, Telephone: 0300 790 0203 ,  
[www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk);

Office for Ombudsman Scotland, Freephone 0800 377 7330 or call  
0131 225 5300, [www.spsso.org.uk](http://www.spsso.org.uk)

Office for Ombudsman England, [www.ombudsman-services.org](http://www.ombudsman-services.org)  
Helpline 0345 015 4033

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## Appendices 3.0: List of Reviewers

The following names individual authors/ reviewers to this policy area.

Division / Other	Name
Rehab Group UK	Nicky Neilson
Rehab Group UK	Caron Bozdugan
Momentum Care	Paul McKay
Rehab Group UK	Mark Bibby
Momentum Skills	Amanda Gwynne
NLN	Cormac Woods
Rehab Group NRAC	Shona Jackson
Rehab Group Auditor	Gerry Brady
RehabCare	Arlene Sweeney
Rehab Group	Grainne Fogarty
RehabCare	Elaine O’Riordan
RehabCare	Jackie Keane

## Appendix 4.0 – Read and Understood

I have read, understand and agree to adhere to the attached Complaints & Compliments Policy, Procedure, Protocol/ SOP or Guideline:

Print Name	Signature	Date