

Workforce Complaints Policy

Introduction

This complaints policy sets out the different stages a complaint is to go through, the timescales involved and who should be involved in handling the complaint. The procedure seeks to create a positive approach to complaints, which are valued by Industrial Workforce (NW) Ltd as a means to continuously review and improve services offered.

Aims

- To provide an effective means for service users to complain if they are dissatisfied in any way with the service they receive
- To ensure complaints are dealt with in a courteous and efficient manner and are resolved without avoidable delay
- To obtain information about service user perceptions about Workforce to inform future policy and service planning
- To maintain records of complaints made so that regular reviews can be produced for monitoring and accountability purposes

What is a complaint?

A complaint is an expression of dissatisfaction about action or lack of action or about the standard of service provided by Workforce.

It is important to remember that reporting a problem is not necessarily a complaint, but may simply be a request for service. Generally it is not the request for service but the subsequent action or lack of action that will lead to a complaint. It is for the service user to decide if they are expressing dissatisfaction and thereby making a complaint.

How can a complaint be made?

Complaints may be made orally or in writing, in person, by telephone, e-mail, fax or letter. Any member of staff will be able to accept a complaint, although it may be referred to another member of staff for further investigation.

Who can complain?

Anyone dissatisfied with the service, actions or lack of action from Workforce can use this complaints procedure.

Complaint Process

The complaints procedure has three stages. These are:

1. Informal resolution - Where possible, complaints will be dealt with quickly and informally "on the spot", or within a few days. It is envisaged that the vast majority of complaints will be resolved at this stage.

2. Formal investigation - Where complaints cannot be resolved straightaway, or where complainants are still dissatisfied following Informal Resolution, they will be formally investigated. The department manager responsible for the service that is being complained about will carry out this investigation. They will be responsible for ensuring that the complaint is investigated and for reporting the results of the investigation within a period of 20 days. Where appropriate, some complaints may be referred directly to Formal Investigation.
3. Review - If the complainant continues to be dissatisfied following Formal Investigation, the complaint can be reviewed by the Quality Manager, who will be responsible for ensuring that the complaint is reviewed and for reporting the results of the review within a period of 28 days from the date of initial review.

Equalities Statement

Workforce aims to handle all complaints fairly and honestly regardless of who makes a complaint. All service users are treated equitably and Workforce will not show bias to any particular individual or group.

Confidentiality

All complaints are treated with confidentiality in mind. Only appointed employees dealing with complaints in each service area will be aware that a complaint has been received and is being dealt with. Anonymous requests will be acted upon, however it is better to provide contact details so that the complainant can be informed of the outcome.