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| **DOCUMENT TITLE:** | **Complaints Protocol** |
| **CATEGOTY:** | Governance and Quality |
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| **OWNED BY:** | Head of Governance and Quality |
| **RELATED DOCUMENTS:** | Calico Group Complaints Policy 2020 |

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| **OUR PRINCIPLES:** | With passion and excellence, Delphi makes adifference to people’s lives by providing innovative and specialist addiction services that lead the way from dependence to freedom. |
| **OUR VALUES:** | We all commit to and care about: going one step further with our clients; our wellbeing as individuals and as teams; and improving and strengthening ourselves and our organisation. |



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|  | **Stage 1: Receipt of acknowledgment of the complaint** |
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| *If the complaint has been made on behalf of someone else Corporate Services will obtain the appropriate written consent. However, in certain circumstances consent is not required - for example a deceased person.* | Complaints can be made verbally, in writing, or by email. Written complaints addressed to Delphi will be received by the appropriate Service Manager who will forward the complaint to Corporate ServicesVerbal complaints will be recorded in writing by the appropriate Manager who will then forward the written oral complaint to Corporate ServicesCorporate Services will acknowledge / inform the following of receipt of the complaint,**within 2 days**, to:* The complainant
* The staff member, where relevant.
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|  | **Stage 2: Investigation** |
| *Examples of gross misconduct are theft, fraud, deliberate falsification of the records, fighting, assault on another person, deliberate damage to property, serious incapacity through alcohol or being under the influence of drugs, abuse of medicines, negligence which causes unacceptable loss damage or injury, a gross act of insubordination or a breach in confidentiality. Please refer to the Disciplinary Policy for full**information.* | If the complaint concerns a staff member, the staff member’s manager will liaise with the HR Business Partner. Where the HR Business Partner decides that the complaint could amount to a matter of gross misconduct, the member of staff may be suspended from work pending investigation of the complaint. Gross misconduct could justify summary dismissal.The member of staff will always be given an opportunity to give their account of the act / incident to which the complaint pertains.If the complaint pertains to a possible criminal offence Corporate Services Lead will formally request that the police arranges for appropriate investigation of the complaint and that on completion of the investigation the Corporate Services Lead is advised of the outcome of the investigation. |

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|  | An impartial Senior Manager/Manager will be assigned as the Investigating Officer and will carry out a full and thorough investigation of the complaintIn order to clarify the nature of the complaint and the complainant’s consent to go ahead the Investigating Officer will meet and / or talk with the complainant.It will be determined whether or not the complainant’s consent is subject to any pre-conditions. Such pre- conditions might include a requirement that the member of staff admit the offence or be formally disciplined. The complainant will be informed that the Investigating Officer will investigate the complaint thoroughly in order to determine the truth and that no guarantees can be given regarding the outcome.At any stage if the complainant states that he / she does not wish to pursue the complaint any further, the complaint is withdrawn. Corporate Services will request a written statement of withdrawal.Other witnesses will be given an opportunity to give their account of the act / incident to which the complaint pertains. |
|  | **Stage 3: (Where applicable) Complaints regarding a member of staff** |  |
|  | **No further action**: if the HR Business Partner/Senior Manager decides the conduct of the member of staff was reasonable.**Counselling:** If the HR Business Partner/Senior Manager decide the conduct of the member of staff was of concern although did not amount to misconduct orinadequate performance the member of staff will be required to meet the HR Business Partner to discuss |

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|  | the matter in more detail. The hope is that this counselling will resolve any possible difficulties and lead to required improvement.**Disciplinary Sanction:** If, following investigations / counselling the HR Business Partner /Senior Manager have continued cause for concern, there will be a further formal meeting which will take the form of a disciplinary hearing. Please refer to the Disciplinary Policy. Appeals maybe made in line with this policy. |
|  | **Stage 4: Outcome** |
| *In the unlikely event a third party or patient complaint is left unresolved or is resolved unsatisfactorily, the complainant may want to contact the* [*Parliamentary and Health*](http://www.ombudsman.org.uk/)[*Services Ombudsman*](http://www.ombudsman.org.uk/) *or the* [*Local Government*](http://www.lgo.org.uk/)[*Ombudsman (LGO)*](http://www.lgo.org.uk/)*.**The Parliamentary and Health Service Ombudsman’s* [*Complaint for change*](http://www.ombudsman.org.uk/complain-for-change/home) *website also offers tips about making a complaint, including tailored advice for people with learning**disabilities and resources for South Asian and Muslim women.* | Corporate Services will acknowledge / inform the following of outcomes of the complaint, providing an outcome letter, **within 28 days**, to:* The complainant
* The staff member, where relevant.

An appeal can be made by the complainant.Full written reasons for appeal must be submitted in writing **within 14 days** of the receipt of the outcome letter.End of process |