

# Complaints Policy for the Plymouth LINK



## Introduction

The Plymouth LINK is committed to improving health and social care services for local people and recognises that members of the public, LINK and local services will have different views about the work of the LINK and its members.

Where possible the Host Support Team and LINK will try to resolve any issues that may come up informally. If this is not possible or someone would like to use a formal procedure, then this Complaints Policy outlines the process that happens in response to a complaint.

This document is for anyone who wants to complain about the work of the Plymouth LINK or any member of the Plymouth LINK. It does not cover:

- i. Complaints or concerns about the health and social care services, which should be dealt with through the published complaints procedure. Details can be found at the end of the policy
- ii. Complaints about an issue that is already the subject of disciplinary proceedings or Standards of Conduct (such complaints will not be investigated until such processes have been concluded)
- iii. Complaints that are being pursued through litigation
- iv. Complaints about the Host organisation as these are dealt with through the Host organisation's own complaints procedure. Please contact the Host organisation, Colebrook Housing Society, for more information.

## **Aims and Principles**

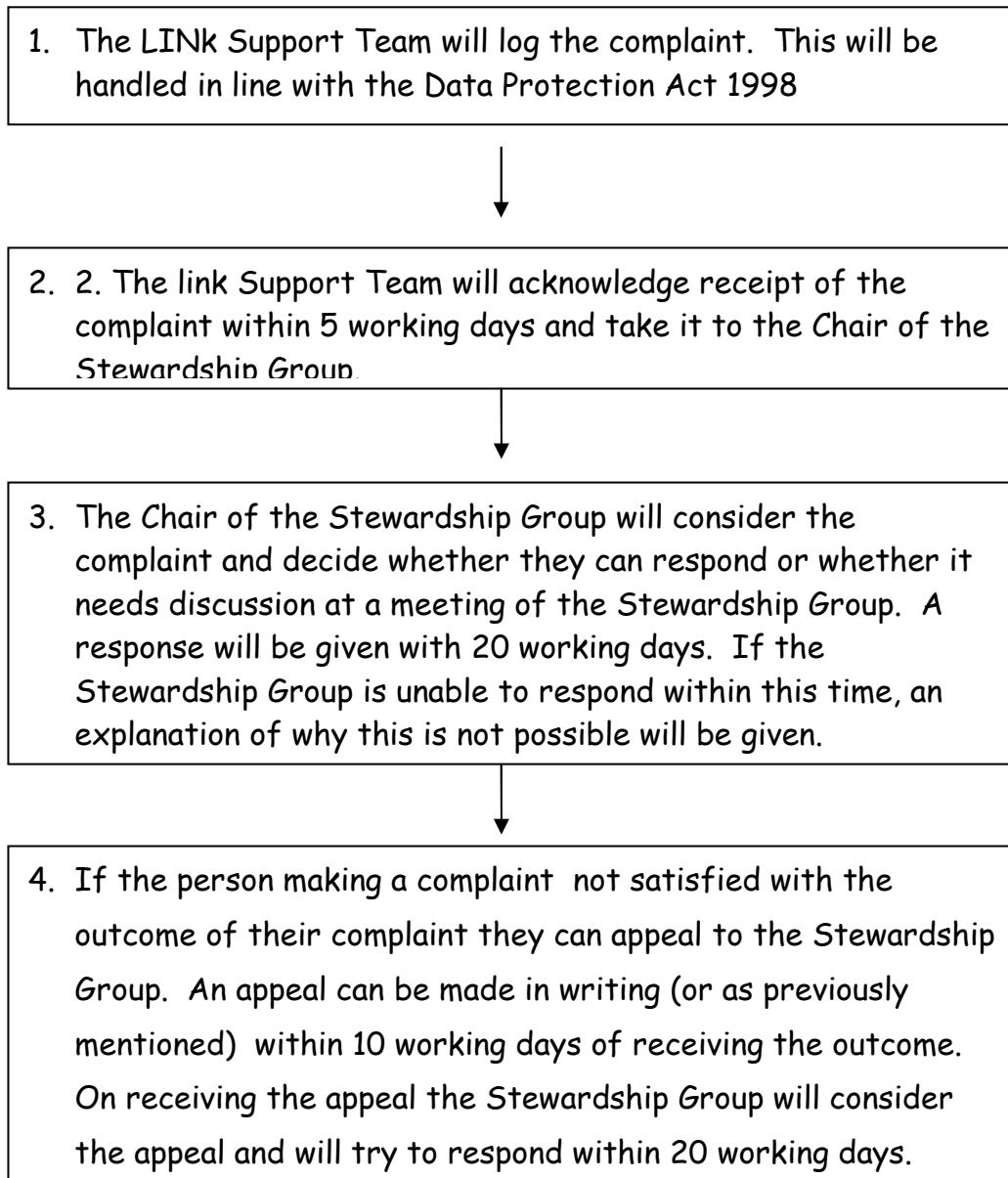
- The Plymouth LINK aims to:
  - i. Deal with any complaints efficiently and fairly
  - ii. Keep people fully informed of the progress of their complaint
  - iii. Achieve a result which both the individual and the Plymouth LINK are happy with.
- The Plymouth LINK is committed to being open and honest and will acknowledge when a mistake has been made.
- Complaints can be a valuable source of information. The Plymouth LINK will do its best to use that information to improve its practice.

All complaints will be treated as confidential. This means that the complaint will be seen only by the people who are directly involved in processing, handling and responding

to the complaint except in exceptional circumstances (the person is at risk of serious harm, intending to harm others or intending to carry out a serious crime).

## How the Plymouth LINK deals with complaints

- Where possible, complaints should be made in writing so that the LINK has a formal written record of the complaint. This can be done by letter, email or by using the Complaints Form attached. If someone is unable to write to the LINK, then they should contact the LINK Support Team to make other arrangements. For example, the LINK Support Team can receive the complaint over the telephone, and will fill in a Complaints Form, making sure that everyone has access to the complaints process. A complaint taken over the phone will be confirmed in writing to the person who has made it, to check and confirm that the information taken is accurate before the complaint is investigated.
- The complaints process has four stages:



If the person making the complaint is not satisfied with the outcome of the Appeal, an independent facilitator will be offered.

## Things to remember when making a complaint

Please include:

- i. Your name and contact details
- ii. Who or what has caused your concerns
- iii. When and where an event or situation happened
- iv. What you would like to happen following your complaint.

If possible, we would encourage you to keep accurate records of:

- i. Telephone calls related to the complaint. Who you spoke to, when and what the calls were about
- ii. All your papers and correspondence relating to the complaint
- iii. Details of any visits or meetings.

## Review

This policy will be reviewed annually with the Plymouth LINK.

## Complaints about Health or Social Care Services

If you would like to make a complaint about health or social care services in Plymouth you can access the following:

❖ For Primary Care Health Services and hospital based health services  
Patients Advice and Liaison service (PALS) - help, information and to resolve issues with health care and support to patients, their carers and relatives,  
Tel. 01752 211818 or email [pals@plymouthguild.org.uk](mailto:pals@plymouthguild.org.uk) (Plymouth Teaching Primary Care Trust);

Tel. 01752 517657 or email [pals@phnt.swest.nhs.uk](mailto:pals@phnt.swest.nhs.uk) (Derriford Hospital)

❖ Independent Complaints Advocacy Service (ICAS)

- if you have a complaint about your NHS treatment

Tel. 0845 1203782/01579 345193 or email [southwest.icas@seap.org.uk](mailto:southwest.icas@seap.org.uk)

❖ For social care services in Plymouth

Plymouth City Council Contact Centre

Tel. 01752 668000

❖ Citizens Advice Bureau (CAB)

Tel. 01752 242400

# Complaint Form

Name: \_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_

Address:

\_\_\_\_\_

\_\_\_\_\_

Details of the Complaint: (Use separate sheet as required)

People Involved:

Outcome: (Completed by Manager)

Comp Signature \_\_\_\_\_