

## Scope & objectives

This procedure applies to Community Integrated Care trading as CIC Group and to Inspirit Care Ltd trading as Inspirit and/or CIC Group (collectively known as “the organisation”).

We recognise that the views of people we support, their relatives, friends, advocates, members of staff, or outside agencies whether expressed as compliments, comments, or complaints, are the best way we have of knowing if we are delivering an excellent service and to identify any areas for improvement and development.

It is therefore important that people are encouraged to talk to us about whether they are happy with our services. To enable this to happen we are committed to a process that allows people to express their opinions freely and without prejudice.

The procedure can be used by any of the people we support, their relatives, friends, advocates, members of staff, contractors or outside agencies.

Staff should only use the policy with regard to care of people we support as it is not a substitute for the Organisation’s HR Policies. If staff members wish to raise a complaint relating to their own circumstances, they should follow the Grievance procedure (HR 12.1).

## Responsibilities

Ultimate responsibility for the standard of care and support within the organisation lies with the Chief Executive.

It is the responsibility of all staff to adhere to this Policy and to ensure that complainants are treated courteously and with respect and in accordance with stated timescales.

## Policy Statement

### Definition of a Complaint:

A complaint is any genuine expression of dissatisfaction with the service we provide. A complaint shall be deemed to have been made where an adverse comment, implication or criticism is received verbally or in writing.

### Definition of a Comment:

A comment is any suggestion for improvement to the service we provide.

### Definition of a Compliment:

A compliment is an expression of praise about the service we provide.

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Development Performance and  
Deputy CEO

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EFQM Criteria: Processes – Customer  
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## Outcomes

- All complaints are dealt with quickly and effectively
- It is important that we monitor all complaints, comments and compliments to ensure we:
  - Identify areas for improvement
  - Address them in a systematic way
  - Monitor quality and consistency
  - Identify and address trends

## Standards

1. The Comments, Compliments and Complaints Policy will provide our stakeholders with the opportunity to contribute towards improving the quality of our services.
2. Complaints will be dealt with within the Procedure time limits.
3. All attempts will be made to resolve complaints and problems at the earliest possible stage of the process.
4. Complaints will be treated with respect, fairness and sensitivity.
5. The Procedure should remain in a simple and straight forward format to encourage people to use it positively and effectively.
6. The Policy and Procedure will be communicated clearly to all staff.
7. All managers and staff will be informed of any complaints against them at the appropriate stage, and informed of the outcome of the investigation.
8. This Policy is underpinned by the organisation's Equality and Diversity Policy. People we support, relatives, staff and all other stakeholders must be treated equally irrespective of age, gender, race, religion, sexual orientation and disability.
9. The Policy and Procedure meet the requirements laid out by both the Quality Care Commission and Social Care and Social Work Improvement Scotland (Care Inspectorate) or other relevant regulatory body.

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10. Where a complaint involves an allegation which could have an impact on safeguarding people we support, the appropriate safeguarding procedures must be followed.

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