



Concerns and Complaints Policy

10/01/2024

Version 1	Date: January 2024 Next Review Date: January 2025
Title:	Concerns and Complaints Policy
Author:	Policy Assistant
Applicability:	All organisation

This policy will be reviewed once per year at minimum.

Concerns and Complaints Policy

Introduction

Julie Haywood Consulting is committed to providing exceptional products/services and ensuring the satisfaction of our valued clients, staff, sub-contractors and stakeholders. We understand that, on occasion, issues may arise that require attention and resolution.

This Concerns and Complaints Policy outlines our commitment to addressing and resolving concerns and complaints in a fair, transparent, and timely manner.

The purpose of this policy is to establish a structured process for receiving, handling, and resolving concerns and complaints efficiently and to the satisfaction of all parties involved.

Policy Statement

A concern is an expression of worry, interest, or focus regarding a particular issue, situation, or matter that involves a sense of unease, doubt, or apprehension about something that may be perceived as problematic or requiring attention.

A complaint is defined as an expression of dissatisfaction, whether justified or not, concerning our products, services or conduct.

Addressing concerns and complaints requires careful consideration and communication so that appropriate actions to mitigate or resolve the underlying issues can be agreed and implemented.

Julie Haywood Consulting Ltd aims to:

- Use any concerns and complaints as a valuable source of feedback on our performance as a business.
- Implement any findings from addressing concerns and complaints to support continuous improvement in our business processes and delivery approaches.
- Ensure that we handle concerns and complaints with professionalism, empathy, and transparency.

Responsibilities

Julie Haywood Consulting Ltd is a small enterprise that undertakes to provide consultancy support to clients in the health and care sector. Our key activities include:

- Desktop analyses of data, processes, policies and procedures.
- Engagement with stakeholders through various platforms and using various tools (interviews, surveys, focus groups etc.)
- Provision of workshops and meetings.
- Developments of presentations and reports.
- Attendance at meetings, site visits etc.

Management: Julie Haywood is responsible for overseeing the implementation and enforcement of this policy, allocating resources, and ensuring that all employees receive adequate training. Julie Haywood is designated as the primary contact for concern and complaint resolution.

Employees: All employees are responsible for complying with this policy and must follow the concerns and complaints handling procedures described below.

Sub-Contractors/Associates: All Sub-Contractors and Associates working with Julie Haywood Consulting Ltd have responsibility to ensure compliance to all operating standards and legal requirements through:

- A) Awareness and knowledge of all policies relevant to Julie Haywood Consulting Ltd.
- B) Implementation of and adherence to their own business policies and procedures.

Concerns and Complaints Handling

We recognise that raising a concern or complaint can be difficult, especially in a small business where the person dealing with a complaint may be the same person being complained about. We would encourage anyone with any concerns or complaints to see raising such issues as providing a chance for corrections to be made, if necessary to any aspect of our business/delivery and for everyone to learn from the issues being flagged.

Concerns and complaints can be submitted through the following channels:

- In-person
- By phone
- Via email
- Through our official website's contact form

Upon receiving a concern or complaint, we will promptly acknowledge it within 3 business days and in writing (wherever possible, or with confirmation in writing after verbal discussion). Any issues of consent must be clarified in the concern or complaint to enable us to respond to the right party in the right way.

Our acknowledgment will include an estimated timeline and approach for resolution, including an offer to further discuss the concern or complaint face to face.

Investigation and Resolution

We will thoroughly investigate the circumstances surrounding any reported concern or complaint. This means that we will apply systematic process to gather relevant information, analyse facts and experiences, and make informed decisions.

We may agree with the complainant to discuss the concern or complaint with others, to look at written material, to determine if there are any immediate actions that need to be taken to address safety or urgent concerns and/or analyse identify patterns, inconsistencies, and potential causes. We will consider context and any relevant policies, laws, regulations and other business policies and standards.

Based on the analysis, we will identify potential resolutions or corrective actions with the complainant and determine if any immediate measures are necessary to address ongoing issues.

It's important to us that we conduct investigations with integrity, transparency, and fairness, ensuring that all parties involved are treated objectively and respectfully throughout the process. We aim to support any individual to work through the process, making any reasonable adjustments as necessary to enable participation.

If legal or ethical concerns arise, it may be advisable to seek guidance from legal professionals or relevant experts.

We aim to resolve concerns or complaints within 20 business days and will keep the complainant informed of the progress.

Communication

Regular updates will be provided to the complainant during the resolution process.

The final resolution will be communicated in writing, summarizing the investigation findings and any actions taken. Where necessary and with prior agreement we will involve independent advocates or advisers to assist in any part of process where potential benefit from the expertise and perspective of independent agents has been identified.

Resolution of the complaint will be agreed with the complainant. Where resolution is not agreed further escalation will be considered in accordance with legal rights.

Records

A record of all complaints, their resolutions, and any actions taken will be documented and held confidentially for continuous improvement purposes.

Confidentiality

All information related to the complaint will be treated with the utmost confidentiality, and in accordance with our Information, Data and Privacy Policy, ensuring privacy for both the complainant and the business.

Continuous Improvement

We are committed to learning from customer feedback. Trends and patterns identified in complaints will be analysed, and appropriate actions will be taken to prevent future occurrences.

Conclusion

Julie Haywood Consulting is committed to maintaining high standards of operation. This policy reflects our dedication to effective. We value feedback and consider any

expression of a concern or complaint as an opportunity to improve our products and services.

Julie Haywood,

Director,

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