

## **COMPLAINTS RESOLUTION POLICY**

### **1. POLICY STATEMENT**

Scottish Huntington's Association is committed to providing efficient and effective services. We aim to deal with complaints quickly, take prompt action to reach a resolution, and take steps to ensure that complaints of a similar nature do not arise in the future.

### **2. RESPONSIBILITY**

Complaints may be received from a variety of sources, submitted verbally or in writing. All complaints received by any department in Scottish Huntington's Association are referred to the National Office so the complaint and all details can be logged in the Complaints Record Summary.

### **3. VERBAL and TELEPHONE COMPLAINTS**

When a verbal complaint is received in person or by phone, we aim to:

- Respond positively by noting the name and address of the complainant and details of the complaint.
- Provide a copy of our complaints procedure.
- Explain the complaints procedure fully to the complainant
- Listen carefully to what is said and make sure that the nature of the complaint is clearly understood.
- Ensure that the complainant has the necessary privacy and assistance required to discuss the complaint
- Take all reasonable steps to resolve the complaint at the time it is made and agree action to be taken as appropriate
- Summarise in writing the details and resolution of the complaint and forward the complaint summary inclusive of action taken to our Chief Executive
- Ensure that a copy of the agreed action is given to the complainant

### **4. WRITTEN COMPLAINTS**

When a written complaint is received by Scottish Huntington's Association we aim to:

- Forwarded it immediately to the National Office for attention of the Chief Executive
- Send initial Acknowledgement from the National Office indicating that the complaint is under investigation
- Investigate the complaint
- Respond to complaints within 21 days (15 working days) with a Final Reply
- When the timescale for response cannot be met, we will send an interim letter explaining the reason for the delay

## **5. APPEALS**

Where you indicate that you are dissatisfied with the outcome of your complaint:

- The Chief Executive will, within 21 days of your notification, organise a meeting of the appeal panel
- The appeal panel will consist of the Chairperson of the Association and one member of the Board of Directors and where possible one person independent of the organisation
- Complaints by members of ethnic minority communities will be heard by a panel which includes a member of the ethnic minority community
- The Chief Executive of the Association may attend the appeal hearing to advise the panel
- You may bring someone to accompany you or to speak on your behalf
- Where an individual member of staff is the subject of a complaint, and they are asked to give evidence in person to the panel, they may have someone accompany them
- They may, if they wish be accompanied by a representative from a staff organisation, although it should be noted that the complaints review panel is not a disciplinary nor a staff grievance panel. Matters related to staff discipline and staff grievances are addressed in separate procedures. Staff members may not be accompanied to complaints review panel hearing by their line manager or supervisor
- The task of the panel will be to review all the circumstances of the complaint and the investigation
- The panel will then recommend such action as it deems appropriate
- All parties involved will be informed of the recommendations in writing as soon as possible after the hearing
- Response to the appeal will be recorded in the Complaints Record Register

## **6. OTHER CHANNELS FOR SUGGESTIONS AND COMPLAINTS**

The Association's Suggestions and Complaints Process is not the only means of making representation to the Association. Those who are receiving a service from the Association and carers may make use of other established channels for doing so. This may include Members of Parliament or local Councilors.

They may also seek assistance from local branch of the Citizens Advice Bureau or statutory authorities such as the appropriate local authority. Service users should be advised, if they make a complaint to another agency which commissions Scottish Huntington's Association to provide services, except in exceptional circumstances, the complaint will be forwarded in the first instance to Scottish Huntington's Association, to resolve. This process complies with the current Model Complaints Handling Process.