



Comments, complaints and compliments Policy

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(Review frequency 3 years)

UKPHR's Policy for handling **comments, complaints and compliments** (Triple C) about its staff, volunteers and Board members ¹

1. Introduction

- 1.1 UKPHR imposes on all its staff, volunteers and Board members' high standards of integrity, honesty and ethical conduct.
- 1.2 In all its operations, UKPHR aims for high quality outcomes of service delivery, willingness to learn and continuous improvement.
- 1.3 UKPHR's managers take responsibility for performance and will operate this *Triple C* policy.
- 1.4 We value all communications from third parties and will respond positively to them and take action commensurate with the seriousness of matters raised.
- 1.5 We view comments, complaints and compliments as valuable sources of intelligence, enabling us to review and refine our services with the intention of improving them wherever possible.
- 1.6 In the case of complaints, we commit to learn the lessons of what goes wrong and implement changes so that we do not repeat the same mistakes.
- 1.7 We commit to report in our Annual Report on our performance in relation to our *Triple C* standards.

2. Procedure

- 2.1 We want it to be easy for third parties to provide us with comments, complaints and compliments. We have clear guidance on our website and a simple form for recording comments, complaints and compliments.
- 2.2 We ask for all comments, complaints or compliments to be put in writing for monitoring and audit purposes and we will make a note of a conversation if a third party is unable personally to give a comment, complaint or compliment in writing.
- 2.3 We will minimise the bureaucracy of our procedures in dealing promptly with comments, complaints and compliments.
- 2.4 As such:
 - We will publish our *Triple C* policy and, where appropriate, draw specific attention to it
 - We will make it easy to give us a written comment, complaint or compliment

¹ excludes complaints about the professional registration processes, including applications, assessments, verification, registration, renewal of registration, cancellation of registration, revalidation and fitness to practise

- We will within 3 working days acknowledge receipt of comments, complaints and compliments given to us
- We will deal with comments, complaints and compliments promptly and report back to the originator what we have done in response
- If dealing with a comment, complaint or compliment is a lengthy process we will send regular progress reports.

3. Complaints

- 3.1 When a complaint is received by UKPHR, it will be dealt with in the first instance by the appropriate manager. If there is no obvious choice of manager, the Chief Executive will nominate a manager or deal with the complaint personally.
- 3.2 The complainant will receive, in addition to acknowledgement of receipt, the details of a person to contact until the complaint has been dealt with.
- 3.3 If investigation by UKPHR is required before the complaint can be dealt with, the manager must appoint someone to investigate the complaint or must investigate personally. A manager who is also an investigator may not also be the named contact for a complainant.
- 3.4 How long it will take to deal with a complaint will depend on variable factors like complexity and availability of witnesses. UKPHR will, however, commit to resolve complaints within 28 working days or, if an extension beyond this time is needed, to report to the complainant within 28 working days explaining the stage reached, why it has not been possible to complete all stages within this time and estimating how much longer it will take.
- 3.6 UKPHR will report the conclusion of its dealing with the complaint in writing and will offer further feedback, if the complainant wishes it, in such form and at such time as the complainant may reasonably request.
- 3.7 If a complainant is unhappy with the outcome and wishes to take the complaint further, the Chief Executive is designated to deal with the complaint (or the Chair of the Board if the Chief Executive has previously dealt with the complaint) and UKPHR will make this clear in its communication of the outcome and any subsequent contact with the complainant.
- 3.8 If the Chief Executive is the subject of the complaint, there are special rules for dealing with the complaint.

4. Record-keeping

- 4.1 Managers are responsible for keeping a record of all comments, complaints and compliments that are received. Electronic records are sufficient, provided that they are regularly backed up and not deleted within a minimum period of three years.
- 4.2 Copies of all comments, complaints and compliments will be sent electronically to the Chief Executive for monitoring purposes.

- 4.3 Managers must inform a person who is the subject of a complaint that the complaint has been received.
- 4.4 A manager receiving a comment, complaint or compliment will (in addition to taking the steps already referred to) consider any implication that the comments, complaints and compliments have for service delivery, learning and continuous improvement.
- 4.5 Where steps can be taken to improve service delivery as a result of the comment, complaint or compliment received, the manager dealing with the matter has authority to make the necessary change. If there are implications for areas of service delivery outside the manager's area of authority, these implications will first be discussed with relevant managers.
- 4.6 The actions taken in response to comments, complaints and compliments will be reported within the proceedings of team and committee meetings as appropriate.
- 4.7 It is the responsibility of the individual manager to ensure that relevant staff, volunteers and Board members know about application of the *Triple C* policy as it affects them.
- 4.8 If there are media implications of any aspect of implementing this *Triple C* policy, managers should always involve the Chief Executive.

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