

Comments, complaints and compliments Policy

Revision history - Version	Status	Created - date
Version 1	Discontinued	February 2014
Version 2	Discontinued	July 2017
Version 3	Discontinued	July 2020
Version 3.1	Discontinued	August 2021
Version 4	Active	June 2024
Next revision due: June 2027		

UKPHR's Policy for handling **comments, complaints and compliments** (*'Triple C'*)

1. Introduction

- 1.1. At UK Public Health Register (UKPHR) we are committed to maintaining the highest standards of service. We value and welcome feedback from all stakeholders, including registrants, public health organisations and the general public.
- 1.2. This policy outlines our approach to managing comments, complaints, and compliments relating to our services, actions, and regulatory functions. It does not apply to complaints relating to individual professional registration processes such as: application process, fitness to practise, processes linked to maintaining active registration, as well as all appeals. These are covered by separate rules and policies.

2. Definitions

- 2.1. We use the following definitions for comments, complaints and compliments (we also refer to them as 'feedback'):
 - a) 'Comments' are general feedback or suggestions about our services or policies.
 - b) 'Complaints' are an expression of dissatisfaction where a response or resolution is explicitly or implicitly expected.
 - c) 'Compliments' are positive feedback about our services, staff, or policies.

3. Procedure for providing feedback

- 3.1. We value all feedback and ensure confidentiality and fairness when working with it. To make the process transparent, accessible and straightforward, we created a guidance document and a simple feedback submission form – both are available on our website and regularly updated.
- 3.2. We accept comments, complaints and compliments through all communication channels, and encourage sharing them in writing where possible, for audit purposes. Where written feedback is not possible, we make a record of it.
- 3.3. We acknowledge all feedback within three days from receipt.
- 3.4. Occasionally, providing a response requires additional work that may take longer. If a resolution is not possible within the initial three days from receipt, we provide regular updates on progress.

4. Handling comments

- 4.1. Comments are retained, shared internally as appropriate and considered for future improvements.

5. Handling complaints

- 5.1. How we manage complaints:

- a) Complaints are managed by relevant process manager. If there is no nominated person, the Chief Executive appoints another employee or deals with the complaint personally. The person responsible for managing the complaint is the named contact for future interactions with the complainant relating to their complaint.
- b) If the complaint relates to actions by a staff member, they should be informed but not be involved in handling or investigating of this matter.
- c) We have separate advice relating to vexatious complaints – this can be seen in 5.3 below.

5.2. Resolution:

- a) We commit to look into and respond to complaints within 28 working days, although this may be extended depending on the complexity of the case. We will keep the complainant informed of any changes to timescales.
- b) We provide response to a complaint in writing.
- c) If a complainant contacts us again because they are dissatisfied with our response, this is considered by the Chief Executive. If the Chief Executive was the subject of the complaint, the case is considered by the Chair of the Board, who will respond appropriately.
- d) If the complainant contacts us again and raises new issues, we will look into these new issues and the above timescales in 5.2a apply.
- e) If the complainant contacts us again and no new issues are raised, we will acknowledge the contact and close the complaint.

5.3. Vexatious complaints

- a) Occasionally we receive complaints that are vexatious. We created a separate document explaining how these are managed, UKPHR Vexatious complaints Policy, and it can be viewed on our website here: [Policies and Procedures - UK Public Health Register \(ukphr.org\)](https://www.ukphr.org/policies-and-procedures)

6. Handling compliments

- 6.1. Any compliments are shared with relevant staff to recognize their good work.
- 6.2. With permission, compliments may be used in our publications or website to highlight positive feedback.

7. Record keeping

- 7.1. Process managers are responsible for keeping record of all comments, complaints and compliments, to be stored electronically.
- 7.2. Any comments, complaints, or compliments that impact service delivery, learning or continuous improvement will be considered and shared with other UKPHR staff.
- 7.3. Where steps can be taken to improve service delivery because of the feedback received, the process manager dealing with the matter should decide whether the change may be implemented without delay, or an approval by the relevant line manager, committee or Board is required.
- 7.4. Actions taken in response to feedback should be reported to the UKPHR team and relevant governance bodies.
- 7.5. Copies of all comments, complaints and compliments are sent electronically to the Chief Executive for monitoring purposes.

7.6. If there are media implications of any aspect of implementing this *Triple C* policy, managers should always involve the Chief Executive.

8. Review cycle and contact information

8.1. This policy should be reviewed and updated at least every three years.

8.2. For further information, please contact:

UKPHR
16a McLaren Building, 46 Priory Queensway, Birmingham B4 7LR
register@ukphr.org
Tel. 0121 296 4370