1. Policy Statement

Headway Basingstoke believes that all service users*, staff and volunteers, have a right to expect that robust policies and procedures are in place for dealing with their concerns or complaints. All concerns and complaints will be dealt with professionally and taken seriously. We look upon them as opportunities to learn, adapt, improve and provide better services.

Headway believes that service users should always be given the opportunity to make a concern or complaint formal, especially if they feel that a concern or complaint made informally has not been taken seriously or has not been dealt with to a satisfactory conclusion.

Headway believes that a failure to listen to or acknowledge concerns or complaints might lead to an aggravation of problems and/or service user dissatisfaction. Most concerns and complaints if dealt with early, openly and honestly, can be dealt with and resolved to the satisfaction of all.

2. Related Headway policies and procedures:

Privacy and Dignity Policy – P.HWBas33  
Confidentiality Policy – P.HWBas08  
Whistle blowing Policy – P.HWBas27  
Grievance Policy – relating to staff and volunteers – P.HWBas02  
Duty of Candour Policy – P.HWBas34

3. Staff Responsibilities

3.1 Manager / Senior Person assuming everyday responsibility.

To ensure that all staff, volunteers and service users have access to and are aware of this policy

To ensure that safeguards are in place to protect the rights of the service user.

To ensure that staff, volunteers and service users are aware of how to take a complaint forward.
3.2 Headway Staff and volunteers

To be aware of and to adhere to this policy.

4. Audit Plan

The Manager / senior person will monitor adherence of the policy and report findings to the Trustees.

5. Scope

This policy applies to all service users, staff, and volunteers including trustees.

6. Staff training

All staff and volunteers to be made aware of and to read this policy

7. References

Croner’s – Care Home Management Guide updated 2006
Data Protection Act 1998

8. Headway Basingstoke operates a complaints handling procedure which aims:

   a) To provide procedure for handling complaints
   b) To state the action which is desirable to overcome the complaint and notify the complainant
   c) To indicate possible solutions
   d) To ensure that the complaint is recorded
   e) To use complaints as a means of improving our systems and procedures

9. Procedure

How to Complain

Service Users may need the assistance of an *independent advocate in order to take the complaint forward on their behalf.

[*Independent – if the complaint is concerning the conduct of Headway staff or volunteers, they should not take on the role of independent advocate.]

Headway would encourage a complaint to be dealt with informally in the first instance, as discussing the problem with the people themselves or speaking with a senior staff member may resolve the issue.
Unfortunately dealing with a complaint informally may not always resolve the problem and a more formal approach is required.

Depending on who or what the complaint is about would depend on who should receive the complaint.

In order for the complaint to be dealt with effectively, the complaint should be put in writing in the first instance to the Headway Manager. If the complaint is about a Headway Manager, the letter should be addressed to the Chair of Trustees and marked as ‘CONFIDENTIAL’.

A written response following any investigation will be provided within 28 days from completion of the investigation.

If the complainant wishes the complaint to be reviewed by Headway UK a request must be made within 28 days of the date recorded on the original response from Headway Basingstoke.

If the complaint is about a Trustee this should be addressed in the first instance to the Chair of the Trustees or if this is not possible because the complaint is about the Chair it should be addressed to the Chief Executive of Headway – the brain injury association.

The complaint will be acknowledged in writing within 10 working days.

Following this, a more formal investigation into the complaint will take place. The formal investigation might involve interviewing the staff involved and the complainant [and advocate] if more information is required.

Headway will endeavour to resolve the complaint within 28 days [from the date of acknowledgement.]

In the event the Headway Basingstoke or the complainant are not satisfied with the outcome of the investigation, either party may ask for the complaint to be dealt with by Headway UK.

**Headway - the brain injury association main contact details**
Bradbury House
190 Bagnall Road
Old Basford
Nottingham
Nottinghamshire
NG6 8SF

0115 924 0800   0115 958 4446   Email Headway - enquiries@headway.org.uk

9. Service User / external complainants
All Service Users and external complainants should have access to the Headway Complaints brochure ‘Complaints and Concerns – A guide for service users and members of the public 2015’

*Service users are defined as clients, carers, family members and professionals such as social workers and GPs.
DECLARATION

I have read, understand and acknowledge receipt of this policy. I will comply with the guidelines set out in this policy and understand that failure to do so might result in disciplinary or legal action.

Signature: ________________________________

Printed Name: ________________________________

Date: ________________________________