



Compliments, comments, concerns and complaints policy

Compliments, Comments, Concerns and Complaints

If you have any compliments, comments, concerns or complaints about our service, we want to hear about it.

We aim to provide the best service we can, but may sometimes fall short of the mark – if this is the case we would encourage you to speak to whoever you feel most comfortable with within the organisation – An Executive Member, or the Executive Manager - if you would prefer to give your feedback in writing, please send it to the LMC office at the address below. You can also send us a message via email.

If you have a complaint to make, please don't be afraid to say how you feel. We welcome feedback to help us improve our standards and you will not be treated any differently because you have complained. We will just do our best to put right anything that has gone wrong.

Salford & Trafford LMC
2nd Floor, Oakland House, Talbot Road, Old Trafford
Manchester M16 0PQ
Tel: 0161 873 9559/9553
Email: vsimenoff@nhs.net or LMC.office@trafford.nhs.uk

The principles

The thrust of this policy is to encourage a culture in which feedback is actively invited and facilitates service improvements. All staff, Members of Committees and the Executive should be fully aware of the policy and empowered to deal with verbal complaints on the spot if possible.

Concerns or complaints – whether they are minor issues dealt with on the spot or more serious complaints requiring investigation and a formal response – will be recorded and used to inform service improvements.

The LMC will embed the process of reviewing the complaints log periodically to see if trends and themes have emerged over time that indicate a recurring or persistent problem that should be addressed. All feedback will be discussed in Executive meetings.

- The Chair/s of the LMC will act as the designated complaints manager/s, but complaints, comments and compliments can be made to any Executive Member of the organization or the Executive Manager.
- Complaints can be made by constituents or any person from an organisation that has dealings with the LMC.
- Oral complaints that are resolved verbally, to the satisfaction of the complainant no later than the next working day are not subject to the regulations.
- All other complaints, whether made orally, in writing or electronically, must be acknowledged within three working days of receipt.
- Complaints can be acknowledged in writing or orally. If the complaint is made orally, it must be recorded in writing and a copy given to the complainant.
- The acknowledgement must include the offer of a discussion (which might be by telephone or a meeting) to agree a plan of how the complaint will be handled and agree reasonable timescales (response period) for investigating and concluding the complaint.
- The response period should be relevant to the complexity of the complaint
- If the complainant declines the offer to discuss the issue or does not agree with the response period proposed the Executive should decide how the complaint will be handled and a letter should be sent to the complainant setting out how the complaint will be investigated and confirming the expected response date.
- The complaint must be investigated appropriately and speedily and the complainant should be kept informed of progress.

- On concluding investigations the delegated Executive Member will write to the complainant, confirming how the complaint has been investigated, the evidence considered and giving the conclusion.
- This letter will also include details of actions the LMC has and will be taking as a result of its findings.
- The response letter will be signed by an Executive Member who has been designated this task by the Executive.
- A record will be kept of each complaint received, detailing the subject and outcome of the complaint and whether it was resolved within the agreed timescale.
- Annually the Executive will review
 - the number of complaints received
 - The number of complaints that were upheld
 - A summary of the reasons for the complaints
 - A narrative about significant issues relating to the LMCs experience of complaints
 - The Executive will review comments compliments and complaints as part of the Appraisal process of the staff involved in them.

Time scales

This should be agreed with the complainant at the outset and be reasonable and reflective of the issues of the complaint.

Disciplinary process

The policy will work in conjunction with staff contracts and the disciplinary processes outlined therein.