

Responsive



## Person centred complaints management system self audit

| Principle               | Criteria  | Assessment Indicator<br>1, 2, 3, 4 | What supports your<br>assessment? | Recommended actions<br>for improvement | Action plan<br>(Who, what & when) |
|-------------------------|---|------------------------------------|-----------------------------------|--|-----------------------------------|
| <b>3. Responsive</b>    | Complaints are dealt with in a timely manner.   |                                    |                                   |  |                                   |
| 3.1. Timeliness         | Communication from the person is responded to promptly in an open way which is responsive to their needs.   |                                    |                                   |  |                                   |
| 3.2. Outcome            | You seek information from the person about what they would like to see happen or how they see the complaint being resolved.   |                                    |                                   |  |                                   |
| 3.3. Clarification      | Wherever possible, the staff member investigating the complaint clarifies the issues and allegations through meeting directly with the person making the complaint.   |                                    |                                   |  |                                   |
| 3.4. Early resolution   | Your guidelines suggest early resolution through informal discussions, mediation and/or provision of an apology where appropriate as an initial process.  |                                    |                                   |  |                                   |
| 3.5. Offering something | Where it is not possible to provide the complainant with what they want. You take reasonable steps to offer the person something. This offer should be a way of acknowledging the impact of the problem on the complainant. |                                    |                                   |  |                                   |

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| <b>3. Responsive</b>                                   | Complaints are dealt with in a timely manner.  |                                    |                                   |  |                                   |
| 3.6.1. Staff<br>responsibility                         | Complaint handling is recognised as an integral part of the staff role and workload and not an extra.<br><i>Each level in the organisation should have as part of their responsibilities the provision of support and ongoing education to staff on handling complaints effectively.</i>         |                                    |                                   |  |                                   |
| 3.6.2. 'It's OK to<br>complain!' culture               | The organisation promotes a culture of receptiveness as part of good human service practice. Complaints are seen as an important way to improve the quality of the service.<br><i>Staff should feel comfortable when they need to raise complaints made by service users with their manager.</i> |                                    |                                   |  |                                   |
| 3.6.3. Positive<br>approach                            | Staff have a positive attitude towards dealing with complaints.  |                                    |                                   |  |                                   |
| 3.6.4. Encouraging<br>feedback                         | Staff are encouraged to make suggestions and identify problems even if a complaint is not made. There is a system in place for staff to report concerns and offer feedback.  |                                    |                                   |  |                                   |
| 3.6.5. Assessing<br>performance                        | In staff performance reviews the manager discusses complaint handling.   |                                    |                                   |  |                                   |

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| <b>3. Responsive</b>        | Complaints are dealt with in a timely manner.   |                                    |                                   |  |                                   |
| 3.6.6. Staff<br>recognition | You appreciate and recognise those staff who anticipate and resolve complaints.   |                                    |                                   |  |                                   |
| 3.6.7. Continuity           | There is continuity of staff dealing with the complaint.<br><i>One staff member is responsible for the conduct of the investigation and establishing a framework for any investigation.</i> |                                    |                                   |  |                                   |

