

Responsive



Person centred complaints resolution process self audit

Principle	Criteria	Assessment Indicator 1, 2, 3, 4	What supports your assessment?	Recommended actions for improvement	Action plan (Who, what & when)
3. Responsive	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 person making a complaint 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 person who made the complaint.				

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3. Responsive	Complaints are dealt with in a timely manner.				
3.6.1. Staff responsibility	Complaint handling is recognised as an integral part of the staff role and workload and not an extra. <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 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. <i>Staff should feel comfortable when they need to raise complaints made by people using your services with their manager.</i>				
3.6.3. Positive approach	Staff have a positive attitude towards dealing with complaints.				
3.6.4. Encouraging feedback	Staff are encouraged to make suggestions and identify problems even if a complaint is not made. There is a process in place for staff to report concerns and offer feedback.				
3.6.5. Assessing performance	In staff performance reviews the manager discusses complaint handling.				

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3. Responsive	Complaints are dealt with in a timely manner.				
3.6.6. Staff 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. <i>One staff member is responsible for the conduct of the investigation and establishing a framework for any investigation.</i>				