

Complaints: Policy and Process

1 Introduction

- 1.1 North Halifax Partnership (NHP) welcomes all customer feedback. We provide a wide range of opportunities for service users and other stakeholders to inform our service development, through consultation and challenge. These opportunities are promoted through our websites, newsletters, at public meetings and events; and in Family Hubs.
- 1.2 Service users are encouraged to raise any concerns soon as they become apparent.
This is done by approaching a member of staff, who will record the issue as a concern; refer (if appropriate); and keep the service user advised of progress to resolve the issue.
- 1.3 Service users who remain dissatisfied, or wish to have their concerns dealt with more formally are encouraged to express this as a formal complaint. The detailed procedure below is for formal complaints.
- 1.4 In addition, Family hubs offer the opportunity for users to feedback on an immediate basis using a 'Catch the Comment' form. Details of how to do this and how feedback is circulated can be found in each Family hub.

2 Formal Complaints

- 2.1 Formal complaints may be made in person or in writing. Where a formal complaint is made in person, a written note of that complaint will be made by the person receiving it, and checked with the complainant before proceeding further.
- 2.2 Formal complaints should be made to
 - 2.2.1 The Chief Executive Officer
 - 2.2.2 NHP Company Secretary or the Independent Director, where the complaint is about the Chief Executive Officer or the Chair of the Board
 - 2.2.3 All complaints will be reported to the NHP Board

3 Process and timescales

- 3.1 Formal complaints to NHP will be acknowledged in writing within 7 working days of receipt of the complaint. That acknowledgement will include an indication of when the complainant may receive a substantive response.
- 3.2 All complaints will be thoroughly investigated, and a written response provided within 25 working days of the receipt of the complaint. The written response will address the issues raised within the complaint, and where appropriate propose a resolution.

- 3.3 If it is not possible to give a response within 25 days, the complainant will be sent a written update every 4 weeks regarding progress and giving the reason for any delay.
- 3.4 Complainants who are not satisfied with the outcome or the way their complaint was dealt with, may appeal in writing to the Chair of NHP within 10 working days of receiving the complaint outcome.
- 3.5 The appeal will be considered by another Board member, or a panel of no more than three Board members, not previously involved. A full response to the appeal will be sent to complainant within 10 working days. The decision on the appeal will be final.
- 3.6 NHP delivers some services on behalf of Calderdale Council. Service users have the right to contact the Council in relation to any matter concerning or connected with those services. Details of the Council's statutory complaint process are at www.calderdale.gov.uk; or from Complaints and Compliments Unit 01422 392279.

4 Using feedback productively

- 4.1 NHP will review the content and outcomes of complaints and compliments regularly, to ensure we identify significant patterns or trends that can inform service improvements.
- 4.2 Whilst we will seek to resolve concerns and complaints to the satisfaction of all parties, it may not be possible to achieve this in every case. We will, therefore, retain the right to close a complaint before all the stages of the complaint's procedures have been exhausted, if this appears to be appropriate. We will confirm this in writing to the complainant, advising why we have closed their complaint.