



General Manual

Subject: Complaints and Compliments Guidance
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Guidance for reporting complaints and compliments

What is a complaint?

A complaint is an expression of dissatisfaction, either written or spoken. A complaint can be made by an individual or a group.

Life recognises that complaints are an important part of client and supporter feedback. All complaints will be investigated fully and fairly. Complaints will be dealt with in confidence. The only exception is when others could be put at risk by matters referred to in the complaint. If the complainant is not happy with an outcome they have the right to appeal.

What is a compliment?

A compliment is an expression of satisfaction, either written or spoken. A compliment can be made by an individual or a group. All compliments that are received by Life staff/volunteers should be recorded appropriately; Pregnancy Matters™ staff should include these within the monthly support form. Compliments received from other Life departments should be forwarded to the national office to be included within the Complaints/Compliments Report.

Who can make a complaint?

This procedure is for Life's client's supporters, members of the public and agencies who have received or been involved in the services that Life offers. Complaints should be made as soon as possible to make them easier to investigate.

If the complaint is about Life, then there are three stages. These are explained fully in the procedure section of this policy.

Stage	Type	Description
1	Informal	Informal discussion with line Manager
2	Formal	In writing to HR Manager
3	Appeal	HR Manager to assign to relevant manager

How to deal with a complaint?

Informal complaints

Once a complaint has been received either verbal or written, the member of staff/volunteer receiving the complaint must acknowledge receipt to the complainant. The member of staff/volunteer should inform the complainant the procedure on how the complaint will be dealt with in line with Life's policy. The staff/volunteer member must inform their line manager that they have received a complaint. If the complaint can be dealt with locally this should be completed, and the complainant must be informed of

the outcome. If the complainant is unhappy with the outcome, they are given a complaints form and also if required guidance on how to complete the form. The complaints form is available on Life's intranet within the National Policy Manual.

On completion of informal complaints these should be logged at the National Office with the detail on how the complaint was resolved. Pregnancy Matters™ informal complaints can be logged within the monthly support form.

Formal complaints

On receiving a formal complaint, the member of staff/volunteer should offer the complainant the complaints form and advice on how to complete. The form can be sent to the national office either by the complainant or staff/volunteer. If the complainant wishes to make the complaint verbally, the staff/volunteer should give the national office phone number with the name of the HR Manager. Once passing on the details the staff/volunteer should inform the complainant on the procedure for formal complaints.

Appeals

On completing any formal complaints if the complainant wishes to appeal, the member of staff/volunteer should inform them of the procedure.

Compliments

On receiving any compliments, a note of who sent the compliment, the date and the content must be forwarded to the HR Manager at the national office. All compliments will be recorded alongside the complaints and reported within the quarterly reports.

Life polices - GDPR compliance

1. I have read and understood the Life GDPR Policy and confirm that the policy above fully complies with it in all areas ☒
2. Lawful basis for this policy (tick which one(s) apply)
 - a. Legal obligation ☒
 - b. Legitimate Interest ☐
 - c. Contract ☐
 - d. Vital Interest ☐
 - e. Consent ☒
 - f. Special Category (e.g. Children's data) ☐Please state the purpose for special category _____
3. I confirm that all personal data is:
 - a. held only in the locations detailed in this Policy ☒
 - b. used only for the purposes stated ☒
 - c. held securely ☒
4. A Data Processor Agreement is in place with all external organisations (Data Processors) who are in receipt of personal data under the terms of this Policy:
(tick to confirm) ☒

5. The relevant Privacy Notices under this Policy have been published in an appropriate manner:
(tick to confirm) ☒

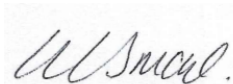
6. The person(s) responsible* for data protection covered by this policy are:

__Vicky O'Brien__ (date) __20.03.19__

____ (date) _____

7. As the above-named person I confirm that this Policy complies with the General Data Protection Regulations 2018

Signed __



Name __Kerry Smart__

Date __20.03.19__

Note: * Life has chosen not to appoint a Data Protection Officer which is permitted under GDPR and so this responsibility is devolved to the appropriate person named under this Policy.