



## HNWL North West London Complaints/ Concerns Policy

### 1. Policy Statement

Headway North West London (HNWL) believes that all service users have a right to expect that robust policies and procedures are in place for dealing with their concerns or complaints. All concerns and complaints will be dealt with professionally and taken seriously. We look upon them as opportunities to learn, adapt, improve and provide better services.

HNWL believes that service users should always be given the opportunity to make a concern or complaint formal, especially if they feel that a concern or complaint made informally has not been taken seriously or has not been dealt with to a satisfactory conclusion.

HNWL believes that a failure to listen to or acknowledge concerns or complaints might lead to an aggravation of problems, service user dissatisfaction and possible litigation. Most concerns and complaints if dealt with early, openly and honestly, can be dealt with and resolved to the satisfaction of all.

### 2. Related HNWL policies and procedures:

Privacy and Dignity Policy  
Confidentiality Policy  
Whistle blowing Policy  
Grievance Policy – relating to staff and volunteers

### 3. Staff Responsibilities

#### 3.1 Co-ordinator/ Senior Person assuming everyday responsibility.

To ensure that all staff, volunteers and service users have access to and are aware of this policy

To ensure that safeguards are in place to protect the rights the service user.

To ensure that staff and volunteers are aware of how to take a complaint forward.

#### 3.2 HNWL Staff and volunteers

To be aware of and adhere to this policy.

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#### 4. Audit Plan

The Co-ordinator/ senior person will monitor adherence of the policy and report findings to the Trustees.

#### 5. Scope

This policy applies to all service users, staff, volunteers, and Trustees.

#### 6. Staff training

All staff and volunteers to be made aware of and read this policy

#### 7. References

Croner's – Care Home Management Guide updated 2006  
Data Protection Act 1998

#### 8. Procedure

##### How to Complain

Service Users may need the assistance of an \*independent advocate in order to take the complaint forward on their behalf.

[\*Independent – if the complaint is concerning the conduct of HNWL Staff or volunteers, they should not take on the role of independent advocate.]

HNWL would encourage a complaint to be dealt with informally in the first instance, as discussing the problem with the people themselves or speaking with a senior staff member may resolve the issue.

Unfortunately dealing with a complaint informally may not always resolve the problem and a more formal approach is required.

Depending on who or what the complaint is about would depend on who should receive the complaint.

In order for the complaint to be dealt with effectively, the complaint should be put in writing in the first instance to the HNWL Co-ordinator. If the complaint is about a HNWL Co-ordinator, the letter should be addressed to the Chairman of Trustees and marked as 'CONFIDENTIAL'.

If the complaint is about a Trustee this should be addressed in the first instance to the Chair of the Trustees or if this is not possible because the complaint is about the Chair it should be addressed to the Chief Executive of HNWL – the brain injury association.

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The complaint will be acknowledged in writing within 10 working days.

Following this, a more formal investigation into the complaint will take place. The formal investigation might involve interviewing the staff involved and the complainant [and advocate] if more information is required.

HNWL will endeavour to resolve the complaint within 28 days [from the date of acknowledgement.]

If the complainant is not satisfied with the outcome of the investigation, he / she may ask for the complaint to be dealt with by HNWL UK.

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