



Glasgow Women's Aid

Feedback Policy

(complaints, compliments and concerns)

Policy review		
Original Policy	20/1/16	
Revised	Oct 2022	Fiona Davies

1) Introduction

Glasgow Women's Aid welcomes feedback about the service it provides and particularly encourages people who use our services, their families, advocates and others who have an interest in our work, to raise any matter of concern.

Glasgow Women's Aid aims to respond to all complaints, compliments and concerns (feedback) in a prompt, sensitive and fair manner, promoting a culture of continual improvement. All complaints are dealt with through our feedback handling procedure.

2) What is a complaint, compliment or concern?

Glasgow Women's Aid's definition of a complaint is:

An expression of dissatisfaction about Glasgow Women's Aid's (GWA) action or lack of action, or about the standard of service provided by or on behalf of Glasgow Women's Aid (GWA).

A complaint may relate to:

- A failure to provide a service.
- A poor standard of service.
- Dissatisfaction with GWA's policy or procedures.
- Behaviour or attitude of a member of staff.
- Failure to follow proper procedures.

GWA will provide people with good information about how to provide feedback by:

- Giving each woman or child supported by GWA a copy of the accessible feedback leaflet.
- Making available GWA's feedback policy in different format when required and direct reference to the Care Inspectorate's complaints information.
- Giving GWA's feedback leaflet to anyone who is considering making a complaint or who asks for this information.

Staff members will assist people to understand the information contained in the leaflet and also support people to access further information if they require this.

We define a concern as follows:

Where some one wants to raise an issue about something that worries them or feels that a particular issue is important to them.

We define a compliment as follows:

Where someone wants to give an expression of praise or commendation through a formal act of civility or respect.

3) Who can raise a complaint, compliment or concern??

Anyone who receives, requests or is affected by GWA's support services can provide feedback or raise an issue. This includes the people we support, their carers and advocates. It also includes any member of the public who could have access to or be affected by our services.

Sometimes a person may be unable or reluctant to raise an issue on their own. GWA accepts complaints brought by third parties as long as the person concerned has given their consent (if they have the capacity to do so). These complaints are treated in the same way as any other.

4) Handling anonymous feedback

GWA values all complaints. We treat all feedback, including anonymous complaints, seriously and will take action to consider them if there is enough information in the complaint to enable us to make further enquiries. If, however, an anonymous complaint does not provide enough information to enable us to take further action, we may be unable to do so. On receipt of any anonymous complaint staff must refer this to the Team Leader immediately.

If we pursue an anonymous complaint further, we will record the issues using the standard pro forma. This will ensure the completeness of the complaints data and allow us to take corrective action where appropriate.

5) What if a person raises a concern but doesn't want to complain

If a person has expressed dissatisfaction in line with our definition of a complaint but does not want to complain, the staff member should explain that GWA takes seriously all expressions of dissatisfaction, and that the feedback handling procedure offers us an important opportunity to improve services where things have gone wrong. The person should be supported to deal with the concern in a way of their choice.

6) Feedback involving more than one service user

If feedback relates to the actions of our support services the person will be advised who will take the lead in dealing with the feedback, and that they will get a full response covering all issues raised.

If a person complains to us about the service of another agency or service provider, but we have no involvement in the issue, the person will be supported to gain access the relevant complaints procedures.

However, if the feedback relates to our service **and** the service of another organisation, GWA will handle the feedback about our service through this procedure. If enquiries need to be made to an outside agency in relation to the feedback, GWA will always take account of data protection requirements.

7) Complaints about our support services

Anyone receiving support services from us also has the right to complain directly to the Care Inspectorate.

The Care Inspectorate can be contacted at:
Care Inspectorate

Compass House
11 Riverside Drive
Dundee
DD1 4NY
Telephone 0345 600 9527
Email: concerns@careinspectorate.gov.scot
Or complete an on-line complaints form at: [Complaints \(careinspectorate.com\)](http://Complaints (careinspectorate.com))

8) **Feedback Handling Procedure**

GWA's procedure aims to provide a quick, simple and streamlined process for resolving complaints or concerns, as well as receiving compliments. A person can provide feedback in writing, in person, by telephone, by email or online, or by having someone complain on their behalf.

Our feedback process provides two opportunities to resolve complaints, concerns and receive compliments internally:

Frontline resolution

For issues that are straightforward and easily resolved, requiring little or no investigation. 'On-the-spot' apology, explanation, or other action to resolve the complaint quickly, in five working days or less, unless there are exceptional circumstances.

(Escalation)

Investigation

For issues that have not been resolved at the frontline or that are complex, serious or 'high risk'. A definitive response provided within 20 working days following a thorough investigation of the points raised. Complaints addressed by the Team Manager then escalated if necessary to the Chief Executive.