



## WELLBEING, SAFETY AND HEALTH COMPLAINTS PROCEDURE

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- 1.0 All staff are to use this process to respond to any complaints received.  
Complaints can be received from internal or external people or organisations and can include:
  - 1.1 A formal verbal;
  - 1.2 Emails;
  - 1.3 Feedback forms/ website;
  - 1.4 Written (e.g. letter).
  
- 2.0 All complaints must be forwarded to the Head of Service Unit who will ensure:
  - 2.1 A formal report response to all complaints is made and the complaint is investigated;
  - 2.2 Where necessary complaints will be escalated to the Head of Service.
  
- 3.0 Head of Service, on receiving an escalated complaint, will ensure:
  - 3.1 Acknowledge receipt within 5 working days;
  - 3.2 A formal report response to all complaints is made and the complaint is investigated, or a previous investigation is reviewed;
  - 3.3 The complaint investigation response / reply within 30 working days (or notification as to the reason for a delay / progress update);
  - 3.4 Where necessary complaints will be escalated to the Head of Human Resources;
  - 3.5 Any complaints received during the year will be considered as part of the annual review.
  
- 4.0 Continuous Improvement
  - 4.1 By identifying trends and problems, action can be taken and resources can be allocated in order to improve the Service standard.

Title	Complaints Procedure	Ref: Number:	SMS: 4.6.69	Version:	1	Issue Date	25/5/2012
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