



ELFT Charity

Complaints Policy

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Version Control Summary

Version	Date	Author	Status	Comments
1	28/12/22	Forhad Ahmed	Draft version	Initial Draft version in line with the Trusts Complaints Policy
1	19/01/23	Forhad Ahmed	Approved	Reviewed and approved by panel

1. Introduction

ELFT Charity is committed to continually improving the quality of the care and services it provides. As part of this commitment it invites and welcomes the views of service users, carers and the local community. The guiding principle of its complaints procedure is that it is led by the complainant who will be fully consulted at each stage of the process. No complainant or the patient they represent will be treated less favourably on the grounds of age, creed, colour, disability, ethnic or national origin, medical condition or marital status, nationality, race, gender (at birth or reassigned), or sexuality, nor will a complainant be placed at a disadvantage by making a complaint.

Any complaint must be seen as an opportunity to continuously improve the quality of the services that we provide and to learn lessons from mistakes that may have occurred. Knowledge from handling complaints will be shared and applied across the Trust, to support service user experience, better risk management and effective governance. In addition to this, the Charity is required to comply with the procedures for complaints handling in line with regulatory bodies such as Charity Commission.

Complaints, criticism or suggestions, whether oral or written made by public, staff, service users or their representative, as well as information and subject access requests should be taken seriously, handled appropriately and sensitively. The Charity should always make every attempt to resolve complaints within the spirit of the Local Resolution principle. Service users should feel able to approach the staff that provided the service and staff should make every attempt to resolve complaints at an early stage.

2. Purpose

This purpose of this policy is to provide a framework for staff handling complaints within the Charity, to ensure compliance with Charities Commission and Information Commissioners Office. This policy and the processes followed by the Charity is underpinned by the Ombudsman's Principles of Good Complaint Handling and Listening, Responding, Improving: A Guide to Better Customer Care.

The Charity needs to have a clear and consistent approach to handling complaints in order that anyone making a complaint can be guaranteed that it will be dealt with in a manner that is expected in the terms of the Regulations. The complaints regulations apply to all bodies, voluntary and independent sector providers under contract to the NHS and local authorities who provide adult social services. This policy can be found on the Charity's site, hosted by East London NHS Foundation Trust.

3. Duties

Applying the principles contained within this policy is the responsibility of all staff. However, specific duties and responsibilities rest with designated groups and individuals:

3.1 The Charity Committee

Has a duty to ensure there is a complaints policy and procedures in place and that these are widely publicised and available to all patients and staff and any persons who may be involved in working with the Charity. The Charity Committee also has a responsibility to regularly review complaints data in order to make service improvements where necessary and ensure that any identified risks are effectively managed.

3.2 Chair for the Charity Committee

Has overall responsibility for the effective implementation of this policy and for responding to all formal complaints in writing. The Chair is also the person with responsibility for ensuring that the Charity meets its obligations under the Regulations.

3.3 Executive Lead for the Charity

Has responsibility for presenting regular complaint reports to the Charity Committee and for ensuring that action is taken in light of the outcomes of any investigation.

3.4 Lead for Charity

Has day to day responsibility for the direction and management of all complaints processes. The Lead for Charity will ensure effective systems are in place for reporting, investigating and managing incidents and complaints and will provide credible, visible and effective leadership. The Lead for Charity is responsible for monitoring the quality of investigations to ensure that remedial action is taken, in the event of an incomplete investigation and for escalating concerns regarding complaints or investigations to the Executive Lead for the Charity.

4. Procedures

Making a complaint is simple and you can contact the Charity in many ways:

- **By phone:** please call 020 3827 7580 Monday to Friday from 9am to 5pm. Outside of these hours you can always leave us a message and a contact number, and someone will return your call.
- **By email:** elft.charity@nhs.net
- **By post:** ELFT Charity, Robert Dolan House, Trust Headquarters, 9 Alie Street, London E1 8DE

Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily.

A concern raised by a complainant which has not been able to resolve informally, or where after discussion, the complainant has expressed a wish for their concerns to subject to a formal investigation. Formal complaints can be made verbally or by written means (postal or electronically). All written complaints will be treated as formal complaints. In all cases, staff should provide the complainant with clear and comprehensive information about the range of complaint handling options, to enable them to make an informed decision as to whether they wish for the complaint to be handled informally or formally.

Stage One – Complaint

We will acknowledge your complaint within five working days of receipt. We will record your complaint and between us we can agree on the best way and time to get back in contact with you.

Stage Two - Investigation

We endeavour to respond fully and conclusively to all complaints within 10 working days of our acknowledgement; if we think it will take longer we will let you know. The Charity Lead will lead the investigation and ensure that all complaints are dealt with impartially and promptly. If the complaint is about the Charity Lead, the investigation will be led by the Executive lead for the Charity.

Stage Three – Appeal

If you remain dissatisfied with the outcome of the investigation you may seek an appeal to the Chair of the Charity Committee. Letters/emails of appeal must be received within 10 working days from the date on the letter/email notifying you of the outcome of the investigation (these will always be sent by first class post or email).

Escalation

We aim to resolve your complaint in an honest, open and satisfactory way. However, if after going through all the stages of our Complaints Procedure above you do not feel completely satisfied by our response then you can contact the following agencies:

Fundraising Regulator

Fundraising Regulator, 2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH
fundraisingregulator.org.uk
0300 999 3407
enquiries@fundraisingregulator.org.uk

Information Commissioner's Office

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Tel:0303 123 1113
<https://ico.org.uk/concerns/>

The Charity Commission

The Charity Commission, PO Box 1227, Liverpool L69 3UG
Tel: 0845 3000 218