

COMPLAINTS & COMPLIMENTS PROCEDURE

(Care Standard 4)



This procedure is available to BAPAM clients wishing to complain about or compliment us over any matter arising from contact with our organisation.

PRINCIPLES OF OUR COMPLAINTS PROCEDURE

1. BAPAM considers all patient feedback - complaints, compliments, comments, suggestions etc - very seriously and where the need for change is indicated, will act promptly on what it has learned. Feedback reports will be received quarterly by its Board of Trustees.
2. Where a complaint is registered, BAPAM will try to resolve matters informally. If this is unsuccessful or not acceptable to the complainant, the formal procedure can be invoked.
3. BAPAM will investigate complaints fully and fairly, and as speedily as is practicable given its staffing resources. Where delays are unavoidable, the patient will be kept informed of the reasons, and the stage that the complaint has reached.
4. Complaints will be dealt with in confidence. Information about the complaint will only be available to personnel directly involved and those participating in the investigation.
5. A patient who is unhappy with the response to a complaint has the right to appeal

INFORMAL RESOLUTION

1. It is often helpful to see if your concerns can be sorted out informally. Therefore BAPAM suggests that, to begin with, you should contact the person directly involved and try to resolve the complaint with him/her.
2. However, this is not a mandatory part of our procedure. If you do not wish to try this informal approach yourself, or do not achieve an acceptable resolution, then you should contact the Chief Executive*.

3. If the CE's attempts to resolve the matter informally do not succeed, or if you do not wish to use the informal approach, then you can move to the Formal Procedure.

FORMAL PROCEDURE: INVESTIGATION

1. To use the formal procedure, please write by letter or email to the Chief Executive*. The CE will acknowledge receipt in writing within **five** working days of the complaint's arrival, unless circumstances make this impossible, in which case s/he will respond at the first opportunity. The acknowledgment letter may be a record of receipt or it may ask for further information.
2. The Chief Executive will, in the meantime, instigate an investigation of your complaint, either in person, or, in the case of a clinical matter, in conjunction with a member of BAPAM's Clinical Governance Lead Group. During the investigation of your complaint, there will be discussion in confidence with the personnel directly involved.
3. You will receive a full response within **twenty** working days from receipt of your original letter, or, if you have supplied further information, from when this information arrives.
4. The full response will include the following information:
 - details of the investigation
 - the decision whether the complaint has been upheld, and the reason for that decision
 - the redress, if appropriate, which will be offered to you e.g. an apology, additional help, directing you to other sources of advice or support
 - any other action that may be taken in the light of the complaint
5. If it is not possible to provide a full answer to your complaint within twenty working days, the letter will outline the reasons why and give a date by which a full answer may be expected.

FORMAL PROCEDURE: APPEAL

1. If you are not satisfied with the response to your complaint, then within **seven** working days of receiving it, please submit an appeal outlining the reasons for dissatisfaction to the Chief Executive*. You can appeal by letter or email. The CE will acknowledge receipt in writing within **five** working days of arrival of the appeal, unless circumstances make this impossible, in which case s/he will respond at the first opportunity.

2. The CE will convene an Appeals Panel of three trustees none of whom have any previous involvement in the complaint, including at least one medical and one non medical trustee.
3. The Appeals Panel will read the necessary papers, speak to relevant individuals involved with the complaint and make a final decision.
4. The chair of the Appeals Panel will communicate its decision within **thirty** working days of receiving the appeal. The letter will advise as to:
 - the decision whether the complaint has been upheld, and the reason for that decision
 - the redress, if appropriate, which will be offered to you e.g. an apology, additional help, directing you to other sources of advice or support
 - any other action that may be taken in the light of the complaint
5. If it is not possible to provide a full answer to your complaint within thirty working days, a letter will be sent by the Appeals Panel chair explaining the reasons for the delay together with an adjusted timescale for handling the complaint.

REGISTERING A COMPLIMENT OR SUGGESTING IMPROVEMENTS

If you wish to let us know that you are pleased with our services, or would like to suggest ways in which we could improve, please contact us as below, or make sure you fill in one of our feedback forms (supplied when you attend a clinic).

HEALTHCARE COMMISSION

Irrespective of BAPAM's complaints policy, any patient has the right to complain about BAPAM to the Healthcare Commission at: feedback@healthcarecommission.org.uk; 0845 601 3012; Helpline, Freepost, LON 15399, London EC1B 1QW

CONTACTING BAPAM

- Telephone 020 7404 5888 and ask for the Chief Executive or
- Email to naomi@bapam.org.uk or
- Send a letter marked 'Confidential – FAO Chief Executive*.

*If you wish to complain specifically about the Chief Executive, please address all your correspondence to the Chair, c/o BAPAM, marking your letter '*Confidential – FAO Chair*'

BAPAM, Totara Park House, 34-36 Gray's Inn Road, London WC1X 8HR

Charity No: 1083295