



Feedback & Complaints v 1.0

Feedback relates to constructive comments that can be positive or negative regarding services provided by Elephant In The Room. It might be accompanied by suggestion on how we might improve our performance, a response may not be provided to the individual.

Feedback which is considered to be of a serious nature in the form of a **complaint** should be investigated.

Complaint types include:

- ❖ Access to services or lack of services
- ❖ Service delivery
- ❖ Policy content, information available on our website
- ❖ Handling of personal information and privacy
- ❖ Staff attitude or behaviour

All staff will handle complaints with:

- ❖ courtesy and encouragement;
- ❖ sensitivity to the needs of complainant;
- ❖ efficiency and effectiveness;
- ❖ empathy – understanding others feelings and perspective of issues involved;
- ❖ communicate mindfully;
- ❖ provide details regarding external support agencies that may assist them with complaints resolution if required.





Receipt of complaints: a complaint can be received by:

- ❖ Email
- ❖ Verbally, in person or by telephone
- ❖ Complaint Form available online
- ❖ Complaint/ Feedback Form in Easy English (available on our website).
- ❖ Letter

EITR staff may be required to assist a participant to make their complaint. In this instance, an appropriate method of communication for that person will be implemented. A document title “What to do if you are unhappy” is available on EITR Website in accessible format.

Acknowledgement of a complaint

The information provided should be in a relevant format to address the needs of the complainant.

Complaints that are not resolved immediately will be acknowledged in a manner which is consistent with the way in which it was received unless the complainant requests that they be contacted in an alternative method. Complaints resolved immediately do not require a formal acknowledgement unless specifically requested by the complainant. Acknowledgement of the complaint should be provided within five working days of receipt of a complaint.

Recording complaints

Complaints should be recorded on the complaints register located on EITR shared drive, including complaints received and immediately resolved.





Identifying a complainant's expectations

The complainant should be contacted to clarify what they think should happen to resolve the issue and their expected timeframes for a response. If the complainant's expectations are not clear in the complaint lodged, staff should consult the complainant before any investigation of the matter commences. The complainant's expectations should be met where possible.

Escalation of a complaint

All complaints should be resolved by the staff member directly involved with the service delivery. If this isn't appropriate the complaint can be referred to another staff member.

Investigation of a complaint

The investigation process will involve gathering information to establish the facts relating to a complaint. An Action Plan should be developed which includes the steps to be taken to resolve the complaint.

Resolution of a complaint should usually take a maximum of 10 working days, although more complex cases might take longer.

If an investigation takes longer than expected due to delays in obtaining information the complaint being more complex than expected, the complainant should be informed. The complaints register should capture the reasons for delays.

Closing a complaint

After action on a complaint is completed, the outcome should be recorded on the complaints register. The complainant must be notified of the decision behind the resolution and seek feedback from the complainant of their experience of the complaint handling process.

