

FRIENDS of STAMFORD HOSPITAL (FOSH)

COMPLAINTS POLICY

Introduction:

- A complaint is made by a person who is dissatisfied with the actions of the FOSH
- This policy will ensure all complainants are treated fairly, honestly, courteously, sympathetically and in a timely manner
- All trustees must be conversant with the policy
- Any recommendations arising from a complaint will be implemented in order to try to prevent further similar complaints
- Complaints should be investigated within 4 weeks

An informal complaint:

An informal complaint is one that can be resolved quickly (often on the spot) and without formal investigation. Any member of the FOSH committee who receives an informal complaint may deal with it on the spot if comfortable to do so. The complaint should be noted and reported to the FOSH committee at the next meeting

A formal complaint:

A formal complaint is received in writing. All formal complaints must be forwarded to the chair of the FOSH who will then:

- Acknowledge the complaint
- Engage other members of the committee if necessary
- Offer to discuss with the complainant at an agreed time how the complaint is to be handled including the likely period of time that it will take to investigate the complaint and when a written response will be sent.
- Coordinate and arrange a resolution meeting if necessary. At the meeting at least 2 committee members will be present and the complainant may be accompanied

- Make a written record of the meeting with recommendations which will be discussed at the next FOSH committee meeting. In most cases a written summary of the meeting will be sent to the complainant
- In the unlikely event of a lack of resolution the chair will arrange a further meeting which will include an outside representative who is not linked to the FOSH and 2 committee members who have not previously been involved. A written record will be kept and a copy sent to the complainant
- Ensure that any lessons learnt from the complaint are implemented by the FOSH