



**INTERACTION**  
Empowering People

## Complaints and Compliments Policy

Everyone has the right to complain if they are unhappy



Interaction aims to resolve any complaints about them



Everyone has the right to provide both positive and negative feedback



Interaction thinks the best way to resolve a complaint is to have a chat about the problem



Interaction welcomes both positive and negative feedback



Approved by: \_\_\_\_\_

Page 1 of 10

All complaints will be kept confidential



All complaints will be treated seriously and with respect



All complaints will be resolved in a timely manner



When you are unhappy we will let the manager know how we might fix the problem



Interaction will help you get extra support make a complaint such as an advocate



Approved by: \_\_\_\_\_

Page 2 of 10

Any staff can help you if you wish to make a complaint



You will be shown how to make a complaint when you first come to Interaction



Interaction will keep a copy of all complaints and compliments



Interaction will help you understand how to make a complaint or give a compliment



Interaction has a Feedback Review Committee made up of a client, family, staff and Board representatives



Approved by: \_\_\_\_\_

Everyone has a right to say how, when and where a complaint will be made



Complaints will be accepted in any form



Staff can help you fill out Interaction's complaint form



Everyone has the right to access an external complaint agency if they don't want to talk to Interaction first about a complaint.



Interaction will make sure only a small amount of people know about the complaint



Approved by: \_\_\_\_\_

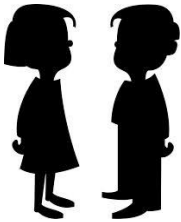
All staff must keep your complaint confidential unless the law says they have to tell the police or your guardian



You have the right to choose someone to help you make a complaint and to support you through the process



If a child or young person would like to make a complaint their parent or someone they trust can help them



You will not be in trouble for letting staff know you are unhappy and wish to make a complaint



Approved by: \_\_\_\_\_

Interaction accepts anonymous complaints



When you make a complaint, staff will ask whether you have:



1. Had a chat with the person to try and fix the problem



2. Want to make a formal complaint



Approved by: \_\_\_\_\_

Page 6 of 10

Staff will ask whether you:



1. Know what you want fixed



2. Worked out who you want to manage the complaint



3. Want staff to speak to you often about how the process is going



4. Are happy to provide more information if needed



Approved by: \_\_\_\_\_

Page 7 of 10

Interaction Disability Services Ltd Policy  
Approved: August 2019

Review Date: August 2022

Version 3

Staff will:



1. Confirm receiving the complaint from you



2. Let you know how long it will take to respond to the complaint (around 2 weeks or longer if the matter is complicated)



3. Let you know who is handling the complaint if you haven't told us who you want handling it



4. Keep you up to date



Approved by: \_\_\_\_\_

Page 8 of 10



Staff will not change the service you receive because you have made a complaint unless you ask



OR



If the complaint is about a specific staff member, that person will not handle the complaint



=



Staff will write down the steps made during the complaint handling process



Interaction will try lots of different ways to resolve the complaint



Sometimes Interaction may not be able to resolve a complaint



Approved by: \_\_\_\_\_

Page 9 of 10

If you are unhappy with how your complaint was handled we can find someone independent to help us chat together about it



Interaction loves to receive compliments



Approved by: \_\_\_\_\_

Page 10 of 10

Interaction Disability Services Ltd Policy  
Approved: August 2019

Review Date: August 2022

Version 3