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SOP: Management of Complaints

1. Purpose

- Provide a consistent process for receiving, documenting, investigating, and resolving complaints.
- Support continuous improvement and user satisfaction.

2. Scope

- Applies to all staff, clients, and stakeholders.
- Covers' complaints received verbally, in writing, by phone, email, or electronically.

3. Responsibilities

- Practice Owner/Manager: Implements and reviews of the complaint procedure.
- Complaints Officer: Receives documents, investigates, and resolves complaints.
- All Staff: Report complaints at once and aid with investigations.

4. Procedure

4.1 Ways Users Can Report Complaints

- In person (verbal)
- In writing (letter or complaint form)
- Email
- Online form or electronic submission
- Telephone
- All complaints must be recorded in the Complaints Register

4.2 Information to Record

- Name and contact details of complainant.
- Date and time received.
- Description of complaint
- Individuals involved
- Any actions already taken.
- Staff member who received the complaint
- Records must be kept confidential and secure.

4.3 Investigating Complaints

1. Acknowledge receipt within 5 working days
2. Assess urgency and severity
3. Interview relevant parties and gather evidence
4. Document findings and finding corrective actions
5. Complete investigation within a reasonable period (e.g., 30 days)

4.4 Redress and Resolution

- Inform complainant of findings and actions taken.
- Implement corrective measures where needed.
- Confirm complainant's satisfaction.
- Escalate unresolved or serious cases to management or authorities.

5. Documentation & Record Keeping

- Maintain all complaints in the secure Complaints Register
- Store forms, investigation notes, correspondence, and resolution documents.
- Keep records for at least 5 years.

6. Review

Review the SOP every 5 years or sooner if operational or regulatory changes occur.

7. Approval

Must be signed, dated, and approved by the Practice Owner/Manager