



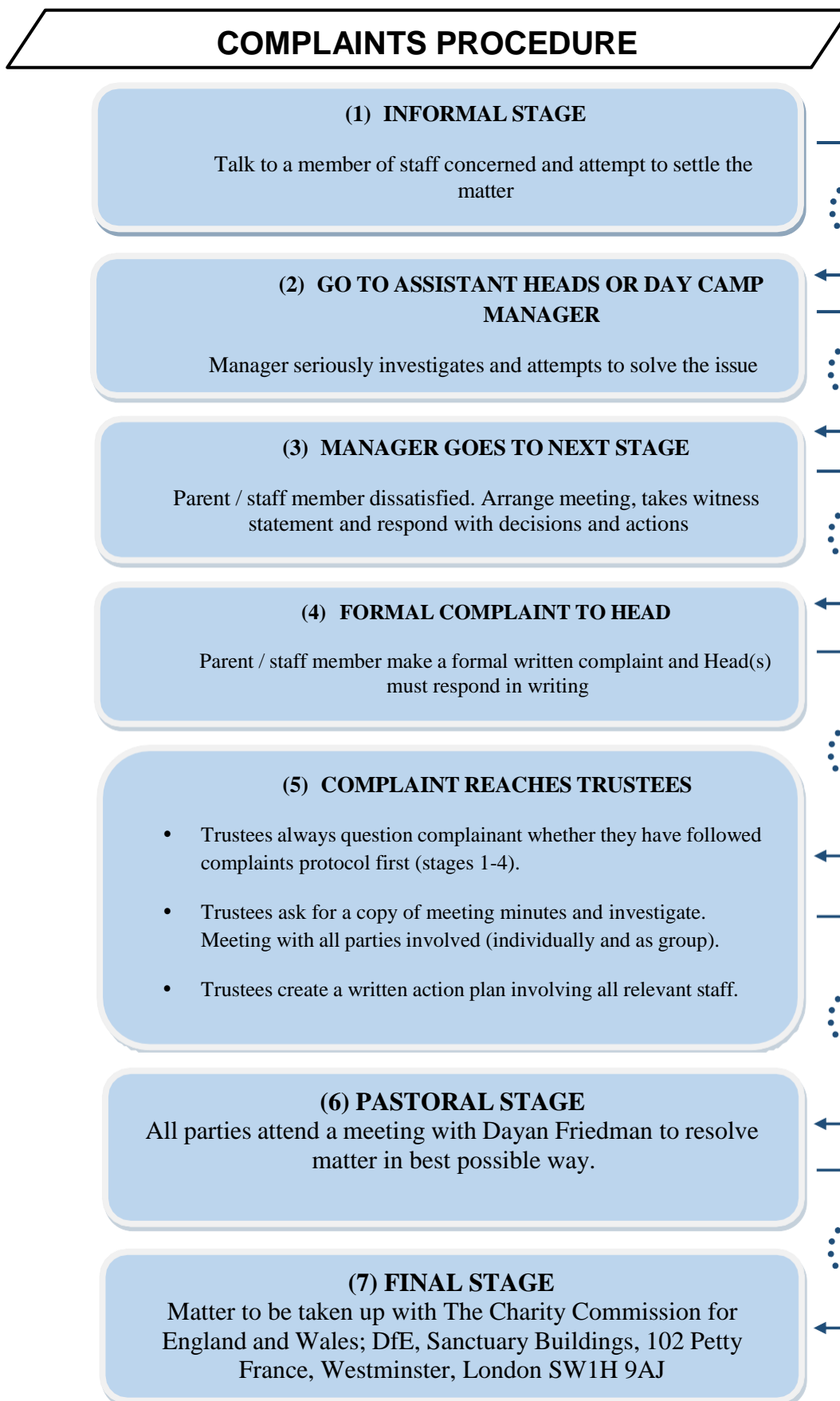
## CONCERNS AND COMPLAINTS POLICY

As a registered health care provider, Crohn's and Colitis Relief aims to work in close partnership with all parents / patients, to meet both of their needs. We hope that people are happy with the service it provides but would appreciate that there may be times when they would like to raise concerns. Crohn's and Colitis Relief hope that patients will feel able to discuss any concerns or issues that they may have with Crohn's and Colitis Relief directly. If parents would rather not talk in front of their child(ren), then an arrangement for a more convenient time can be made; for example in the evening or at the weekend. CCR will make every effort to resolve the issue. If patients/parents prefer, they can put the complaint formally in writing.

Depending on the nature of the complaint, Crohn's and Colitis Relief will investigate the issue. A written complaint will be investigated immediately, and a response will be given within 28 days. Patients may wish to refer their concern to Charity Commission, and this can be done by calling 0300 066 9197. Complaints will be treated sensitively. Complainants will be notified of the outcome and receive a copy of any written records regarding the complaint within 28 days. All complaints will be recorded and filed in the office.

A written record of all complaints will be kept on file. It will remain confidential. The following will be recorded:

- ⇒ Name of person making the complaint.
- ⇒ Nature of the complaint.
- ⇒ Date and time of the complaint.
- ⇒ Action taken in response to the complaint.
- ⇒ The outcome of the complaint investigation (for example, ways the service has improved).
- ⇒ Details of the information and findings that were given to the person making the complaint (which should have been provided to them within 28 days,) including any action taken.



## CONCERNS AND COMPLAINTS RECORD

⇒ Name \_\_\_\_\_

⇒ Date and time of the complaint \_\_\_\_\_

⇒ Is the complaint regarding?

- Service [ ]
- Professionalism [ ]
- Care [ ]
- Staff member [ ]

⇒ Nature of the complaint \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

⇒ Have you previously discussed your complaint?

- With whom? \_\_\_\_\_
- Date? \_\_\_\_\_

⇒ Any suggestions or advice you wish to give The Staff? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### **FOR STAFF USE ONLY**

⇒ Action taken in response to the complaint \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

⇒ The outcome of the complaint investigation (for example, ways the service has improved). \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

⇒ Details of the information and solutions given to the person making the complaint (which should have been provided to them within 28 days), including any action taken and the date this occurred. \_\_\_\_\_

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