

Compliments & Complaints Policy & Procedure

Definition of a compliment

A person may want to give the club or a member of staff a compliment if they are pleased with the service they have received and they would like us to know this.

Definition of a complaint

A complaint is an expression of dissatisfaction. A person may make a complaint if they are unhappy with any part of the service they receive or they are unhappy with a member of staff or how they have been treated.

Our Policy

At CPNW we promote a culture where compliments and complaints are welcomed and acted upon. We are committed to listening to people and reaching a resolution within a set timescale. We will continually strive to improve our services and celebrate our success.

We take all compliments and complaints seriously and we encourage people to give us their views. We respond in a timely manner taking the opportunity to learn and improve. Feedback from compliments and complaints is used to shape and enhance our club experience.

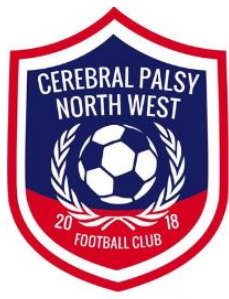
All staff will treat people fairly with compassion and understanding. No one will lose their right to our services because of making a complaint and they will be treated with respect at all times. All complaints will be treated confidentially and can be given anonymously if the person wishes. It should be stated that we may be unable to fully investigate some complaints if received anonymously and we are unable to clarify the issues, details and information. However we would do our utmost to consider any information we have received.

Our Compliments and Complaints forms are available on the CPNW website for completing and sending electronically or printing off and sending in the post.

Customer dissatisfaction will be addressed by providing a quick, fair and considered response and by working together in partnership with all parties to achieve a satisfactory outcome.

All complaints are taken seriously and seen as an opportunity for the club to improve quality and effectiveness.

Full consideration is given to the compliment or complaint and a named officer is allocated from beginning to end to ensure consistency and continuity for the individual.



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Every complaint or compliment is handled in line with the club's policy on confidentiality and data protection. All records of compliments and complaints are kept securely and will be filed separately from all other records.

Timescales are kept to throughout the whole process. If for any reason we are unable to make the required timescale, we inform the person through their chosen method of contact.

If a person needs support to help them through the complaints process we will provide a person to support them.

Duty Of Candour

We are open and honest as a club. We have a legal duty if something goes wrong and there is a serious case where harm or death could have been avoided.

We are committed to fully investigating all serious incidents and we will respond in a timely manner providing a truthful account of the incident and an explanation and apology with appropriate support to those affected.

Timescales:

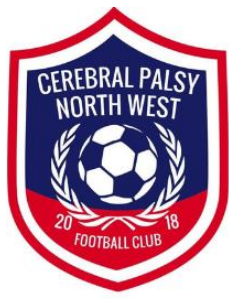
Day 1 is the day the completed compliments and complaints form is received - a written response acknowledging receipt of the form will be sent out within 10 working days.

The case will be allocated to a named officer and a full investigation and response will be prepared, agreed, and sent out within 28 working days.

If we are unable to meet this deadline then the person will be informed in writing of the reasons why and the length of time we expect it to take.

Our Procedure

1. When an individual is first introduced to CPNW services they will be directed to the CPNW website for relevant newcomer information, which will include our compliments and complaints form. The member of staff facilitating the welcome meeting is required to show the person the form and tell them that we welcome their views at any time.
2. A compliment or complaint may be received by e-mail, by letter, verbally in person or over the telephone. When a person wishing to submit a compliment or complaint contacts CPNW they will be sent or supported to complete our compliments and complaints form (**see Appendix 1**).

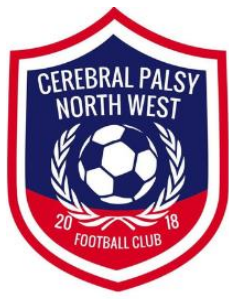


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3. The investigating officer will process the completed form and they will acknowledge receipt of it in writing.
4. If a compliment is received it will be recorded and shared with the individual and / or team it is concerning. Good practice will be highlighted and shared throughout the club through team meetings.
5. If a complaint is received Club Manager will consider the contents/ detail of the complaint and decide what level the complaint is according to the categories below.
 - Informal complaint regarding a minor issue which can be addressed quickly and resolved satisfactorily within the set timescale.
 - Formal complaint regarding service provision which must be investigated as it may impact on one or more individuals and may involve a potential disciplinary matter
 - Serious complaint involving one or more staff members with concerns regarding care provision and potential misconduct that must be dealt with urgently and the FA must be informed.
6. The Club Manager will then allocate the case to a named officer.
7. If a complaint is regarding the treatment a person is receiving or has received and this raises a safeguarding concern then CPNW Safeguarding Adults & Children Policy & Procedure must also be followed.
8. The investigating officer will contact the complainant and ask if they wish to discuss the complaint in more detail or add any further information before the investigation takes place.
9. The named officer will carry out an investigation and prepare a full response letter on behalf of CPNW within 28 working days.
10. All full response letters must be marked as private and confidential.
11. All full response letters should have a sensitive tone and non-judgmental content. A full response letter template should be used in **every** case. The template has been developed based on good practice and should always contain;
 - a. A statement thanking the person for their compliment or complaint, and a summary of what you understand their concerns to be.
 - b. An acknowledgement of any positive comments.
 - c. A description of the investigation you have carried out.
 - d. An open and honest explanation of your findings and conclusions.



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- e. A clear response to each point or concern raised with recommendations.
 - f. A sincere apology where appropriate.
 - g. Details of each action that has been taken, or will be taken, and any improvements we have made or will be making because of the concerns raised.
 - h. An offer to meet with the person at a time and place that suits them, to understand our decision and discuss the outcome of their complaint.
 - i. A statement asking the person to let us know if they are not satisfied with our response.
 - j. All response letters should advise the person that if they are not satisfied with the outcome of their complaint they can ask the Chief Executive or Chair of the CPNW Board to review the outcome. They will also advise that they can ask Care Quality Commission or the Local Government Ombudsman to look at it independently.
12. We will aim to complete our full investigation within a 25-day period. If we are unable to meet this deadline then the person will be informed in writing, the reasons for the delay will be explained and an expected timescale will be given.

Evaluation of Complaints and Sharing of information

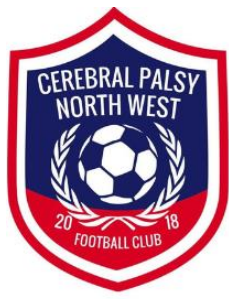
We will evaluate each person's experience of our compliments and complaints process by reviewing all cases that are closed. The feedback form will be sent out with the full response letter and will include a stamped addressed envelope for the form to be returned.

When the feedback form is returned the Named Officer for the investigation must then pass this onto the club manager for review.

Information about complaints and compliments will be reported to Management Team monthly in line with all other performance information.

Review of this document

The Compliments and Complaints Policy & Procedure should be reviewed every three years. An earlier review should be carried out if there is a change in law or legislation that relates to this document.



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This is CPNW Compliments and Complaints form. You should complete this form if you want to tell us your views about our services or staff.

We welcome your views and we will use your comments to help us continually improve our services and the way we do things.

We will take this as an opportunity to put things right for you and make sure you are satisfied.

Some of things we may do to put things right;

- We may offer a sincere and meaningful apology explaining what happened and or what went wrong.
- We may review or change a decision.
- We may change a procedure to prevent future difficulties of a similar kind for other people
- We may offer training to our staff

As well as learning from your views we are also interested in other ideas you may have on how we do things. We have meetings for Service Users, Carers and Families. If you would like to think about joining one of our groups please contact us for more information.

No one will lose his or her right to CPNW services because of making a comment or complaint.

