



Complaints Policy

1. Introduction

1.1 Friends of Salisbury Medical Practice have set out the following rights:

- You have the right to have any complaint you make about the charity dealt with efficiently and to have it properly investigated.
- You have the right to know the outcome of any investigation into your complaint.
- You have the right to take your complaint to the Fundraising regulator or Charity commission depending on the nature of the complaint, if you are not satisfied with the way your complaint has been dealt with by the charity

1.2 If a person wishes to pay a compliment, register a concern or make a complaint, they should find it easy to do so. It is charity policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services.

1.3 The charity believes that failure to listen to or acknowledge complaints will lead to an escalation of problems, dissatisfaction and possible litigation. It is recognised that most complaints, if dealt with early, openly and honestly, can be resolved between the complainant and the charity.

1.4 This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments are taken seriously. The protocol is not designed to apportion blame, to consider the possibility of negligence or to provide compensation.

2. Scope

2.1 This policy applies to all trustees and volunteers of Friends of Salisbury Medical Practice (FSMP) either directly or indirectly. Implementing this policy is the responsibility of all associates, not just those who specifically handle the procedures.

3. Purpose

3.1 The policy is designed to ensure that the service users remain at the centre of the process for dealing with complaints and concerns and that the charity makes, and embeds, changes in practice as a result of the lessons learned from any issues raised. It recognises that the charity also has a duty to act fairly towards trustees and volunteers involved in the events in question.



3.2 FSMP recognises its responsibility to achieve the following key objectives:

- To have an accessible complaints handling service, so as to ensure that complaints are dealt with speedily and efficiently.
- Complainants are treated courteously and sympathetically and are involved in decisions about how their complaints are handled and considered.
- Sensitive systems are in place so that no-one is discriminated against as a result of having complained.
- Responsive systems are in place to ensure that those complaining are assured that FSMP acts appropriately on any complaints or concerns and where appropriate, make changes to ensure improvements in service delivery.
- That the complaints process is fully accessible and will respond positively to requests for information in alternative formats.

4. Definitions

4.1 The following are the FSMP accepted definitions of a complaint and concern:

- **A complaint** is an expression of dissatisfaction with a service which has personally affected an individual and which requires an investigation and a formal response in order to promote resolution between the parties concerned. It is usually historical (i.e. happened in the past) and cannot be immediately remedied.
- **A concern** is an expression of worry or disquiet about an event or incident which is usually current and can be completely remedied to the individual's satisfaction within a short period of time.

5. Duties and Responsibilities

5.1 **Secretary** - The charity has nominated the secretary as having overall responsibility for the effective implementation of the Complaints Policy.