

## **Psychosis Therapy Project (Community Interest Company)**

### **Feedback and Complaints Policy and Procedure**

Last updated: 28/08/2020

#### **Purpose of the Policy**

Psychosis Therapy Project (CIC) provides a range of services and activities with the aim of benefitting people with experience of mental distress.

We wish to maintain high quality and constantly improve services and activities, to make them more accessible and meet your needs. You can help by telling us about your experience of our service, whether good or bad.

#### **Feedback Procedure**

If you have a comment or suggestion about our service or what we provide, you can give this by speaking to a member of staff, or by emailing or writing to us or leaving a message on our helpline.

If you have a general comment about the services or policies of the Psychosis Therapy Project, you can request that this be put on the agenda of the monthly Board of Directors meeting. The Board of Directors will consider the issue and they will make a decision as to whether there needs to be a change in policy or service provision. You will receive a response within two weeks of the committee meeting.

If you wish to make a complaint, please refer to the procedure outlined below.

#### **Complaints Procedure**



### **Stage 1 – Making a complaint directly**

If you are unhappy with any aspect of the service you receive from the Psychosis Therapy Project, you can say this to the individual staff member or volunteer involved, over the phone, by email/letter, or in person if the service is delivered in this way. They may be able to deal with the matter straight away.

If you feel that the complaint has not been settled or requires more attention, or if the complaint is about the member of staff or volunteer him/herself and you do not feel confident that it will be dealt with adequately by him or her, then please ask to speak to, write to or email the relevant line-manager (who may be the Clinical Director) yourself. It may be possible for the line-manager to resolve the matter straight away. If the matter requires more investigation you will be given a response within two weeks, outlining the action to be taken.

### **Stage 2 – Writing to the Clinical Director**

If the complaint has been dealt with at Stage 1 by the relevant line-manager (and that person is not the Clinical Director), and if you are not satisfied with the response to your complaint, or wish to raise the matter more formally, then e-mail:

[psychosistherapyproject@gmail.com](mailto:psychosistherapyproject@gmail.com) (FAO: Dorothee Bonnigal-Katz)

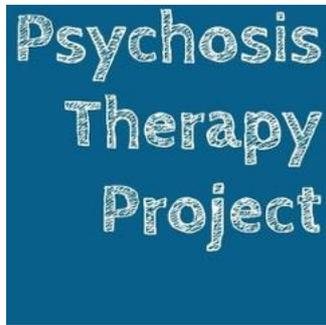
You should receive a written acknowledgement within a week of us receiving your complaint.

- The Clinical Director will investigate your complaint, requesting more information from the people involved, and will respond in writing to the complaint within three weeks of receiving it, informing you of the action taken to date and/or being taken.
- The complaint should be dealt with within four weeks unless there are exceptional circumstances.

### **Stage 3 – A Review Panel**

If you are still not satisfied with the response, you can take the complaint to the final formal stage, writing to the Clinical Director to request that a review panel examines the complaint.

- The panel will be made up of at least three people, at least one of whom will be independent of the Psychosis Therapy Project.



- The panel will respond in writing to your complaint within three weeks of receiving it, informing you of the action taken to date and/or being taken.
- The complaint should be dealt with within four weeks unless there are exceptional circumstances.

### **Time Limit**

A complaint can be investigated only if it is submitted within three months of the incident which has prompted it.

### **Confidentiality**

Your complaint will be dealt with in confidence by the Psychosis Therapy Project and you will not be disadvantaged from using our services or participating in our activities as a result of having made a complaint.

### **Guidelines for Employees and Volunteers Receiving Complaints**

If you receive a complaint, whether over the phone or face to face, you should remain polite and try not to be defensive, especially if it is about something that relates to something you have done or are responsible for. Explain any misunderstanding and say that you are sorry if any service or activity has not been satisfactory. An acknowledgment of someone's feelings, and an apology for any problem or offence caused or perceived, may be all that is needed to deal with the complaint straight away.

If the complaint cannot be resolved in this way you should say that you will pass on the complaint to your line-manager; or if it is about your line-manager to the Clinical Director; or if it is about the Clinical Director, the matter should be reported to the relevant body (as prescribed in the PTP Whistleblowing policy) and a response will be received within two weeks.

### **General**

If the person wants to give the complaint over the phone, you should write it down and reflect it back in detail to the person making the complaint and confirm that it is correct. You should ensure that this is done thoroughly because it is important that we know what the complaint is and what the person wants to happen.



All complaints must be written in the Complaints Log and kept on file. The entry must be dated, the name and contact telephone number and address taken. (If a person wishes to remain anonymous, then you should still note down the complaint, but it should be explained that we will not be able to respond individually.) The entry should say what action if any has been taken and who you have passed the information on to.

All complaints must be reported to the Clinical Director.