

Freshwell Digital



LOW CARB PROJECT

Complaints Policy

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1. Introduction

Freshwell Digital is committed to learning about areas where improvements can be made, or where changes are required, and views the feedback from complaints as a key source of the information required to enable this process. The Freshwell Digital Board is committed to the fair and efficient management of complaints and openly invites these being raised by service users and stakeholders.

Any person raising a complaint has the right to have any complaint managed efficiently and properly investigated and the right to know the outcome of the complaint.

2. Purpose and Scope

The purpose of this policy is to set out the requirements to enable complaints about Freshwell Digital to be managed in a timely and efficient manner. Freshwell Digital will:

- Aim for a timely resolution.
- Be open, honest, and accountable.
- Act fairly and proportionately
- Aim to put things right where they have gone wrong.

This policy covers any complaints made about Freshwell Digital. If a complaint is received that relates to a delivery partner, every effort will be made to ensure that the complaint is forwarded to the correct organisation as soon as possible.

3. Duties

The administrator will manage the complaints process and facilitate a response to the complainant. They will inform the GP leads that a complaint has been received.

GP leads are responsible for reviewing practice because of any complaint raised and for ensuring that any recommendations resulting from complaints investigations are populated onto an action plan, monitored, implemented, and evaluated.

4. Who Can Complain

Anyone who has been affected or is likely to be affected by Freshwell Digital can raise a complaint. A service user must give their consent for someone to act on their behalf. A complaint may be made by a person acting on behalf on another person who has:

- Requested a representative to act on their behalf.
- Delegated authority to do so, for example in the form of Power of Attorney.
- Died
- Is a child
- Is unable to make the complaint themselves because of Physical incapacity, or lack of capacity within the meaning of the Mental Capacity Act 2005

5. How to Make a Complaint

Freshwell Digital is committed to ensuring easy access to information of how to raise a complaint. Information is provided on the Freshwell Low Carb Project website.

If you wish to make a complaint, please contact Freshwell Digital via the Freshwell Low Carb Project website contact form: <https://lowcarbfreshwell.co.uk/contact/>

A complaint should be made as soon as possible after the action giving rise to it to enable an investigation to take place whilst all the facts are readily available. The time limit for making a complaint is within 12 months of the event but this timescale can be amended depending on the circumstances that may have prevented a complaint being made within twelve months of the event.

Freshwell Digital will aim to acknowledge a complaint within three working days of receipt and advise the complainant of an expected timescale for response. This would normally be within 25 working days but may be less or more depending on the complexity of the complaint. The administrator will keep the complainant updated on the progress of their complaint. She will offer her support to the complainant and also provide details of an advocacy service should the complainant feel they may need additional support during the complaint process.

On completion of the management of a complaint, our letter of response will:

- Confirm the findings of any investigation.
- Be factual open and honest.
- Include information of how a complainant may take the complaint forward if they are not satisfied with our management of their complaint.

6. Learning from Complaints

Freshwell Digital is committed to the continual improvement of our digital programme, and its use by our delivery partners, and issues raised through the complaints process, alongside open and honest communication with the complainant, allows us the opportunity to further review the programme that we deliver. The outcomes from complaints are discussed at our Freshwell Digital Delivery Partner Strategy Group meetings to allow a period of reflection.

On completion of the management of a complaint our administrator will:

- Ensure that any recommendations identified from the complaint investigation are populated onto an action plan and presented at Freshwell Digital Delivery Partner Strategy Group biannual meetings.
- Provide evidence at the meetings that any learning has been shared with delivery partners as appropriate.
- Ensure the action plan is monitored and the recommendations are implemented within the agreed time scale.
- Ensure that the recommendations are evaluated to ascertain the level of improvement within the network of delivery partners as appropriate.
- Ensure that any new or additional training identified from complaints is undertaken.

7. Freshwell Digital Delivery Partner Strategy Group

The Freshwell Digital Delivery Partner Strategy Group is responsible for the reviewing of complaints on a biannual basis to satisfy itself that processes in place are robust, actions have been identified, implemented, and evaluated, and that learning has been shared appropriately. This process will also form part of the assurance for the Freshwell Digital Board.

8. Freshwell Digital Board

The Freshwell Digital Board is responsible for reviewing data presented to them regarding learning and outcomes from concerns and complaints to assure itself that processes are robust, actions have been identified and implemented as appropriate. The Board will also need to be assured that learning from concerns and complaints is shared appropriately.

9. Vexatious and Persistent Complainants

Occasionally contact will be received from those raising complaints that can be threatening and/or aggressive in nature. In the event of receiving such contact the administrator will report the matter immediately to a lead GP who will review each individual case.

Freshwell Digital will do all it can to resolve a complaint to the complainant's satisfaction, to confirm the findings of any investigation, to be factual open and honest and to explain how a complainant may take the complaint forward if they are not satisfied with our management of their complaint. In some instances the pursuit of resolution of a complaint may deem the complainant to be classed as a persistent complainant in that he/she:

- Persists in pursuing a complaint when the complaints procedure has been fully and properly implemented and exhausted.
- Seeks to prolong contact by changing the substance of a complaint or continually raising new issues and questions whilst the complaint is being addressed.
- Is unwilling to accept documented evidence as being factual e.g. drug records, GP records, nursing notes.
- Denies receipt of an adequate response despite evidence of correspondence specifically answering their questions.
- Has, while addressing a complaint, had an excessive number of contacts with the organisation placing unreasonable demands on staff
- Displays unreasonable demands or expectations and fails to accept that these may be unreasonable (eg insists on responses to complaints or enquiries being provided more urgently than is reasonable or normal recognised practice).
- Has threatened or used actual physical violence towards staff or their families or associates at any time - this will cause personal contact with the complainant and/or their representatives to be discontinued and the complaint will, thereafter, only be pursued through written communication.

The decision to identify a complainant as persistent will be taken by the Board, and where the complainant meets sufficient criteria to be classified as a persistent or habitual complainant, the Board will write to the complainant setting parameters for a code of behaviour and the lines of communication. If these terms are contravened, the Board will write a letter informing the complainant that he/she is confident that Freshwell Digital has responded fully to the points raised; that every effort has been made to resolve the complaint and that correspondence with the complainant is now at an end.