

## Complaints Policy

### 1. Purpose of this document

The SUN Network values feedback about its practice of all kinds. Positive feedback is always welcome and will be used to advertise our achievements as well as to improve what we do across the team. It is acknowledged that feedback will sometimes be negative; such feedback will also be welcomed for the opportunity it may provide for what we do to be improved.

Individuals and organisations have the right to express their views about the performance of the SUN Network and the way in which it conducts its business. The SUN Network is open to feedback and encourages informal resolution.

Anyone who is dissatisfied with any aspect of the service provided by the SUN Network can make a complaint under this policy.

We will treat both concerns and complaints in the same way.

This Policy does not cover:

- 1) Complaints or concerns about the NHS, which should be dealt with through the NHS complaints procedure.
- 2) Complaints about the provision of social care services which should be dealt with by either Peterborough City Council or Cambridgeshire County Council complaints procedure.

### 2. Confidentiality

All information regarding the complaint will be kept secure and confidential according to the standards set out in the Confidentiality Policy.

### 3. How to raise a concern or make a complaint

1) In the first instance we would encourage you to raise an issue informally to the appropriate member of staff. Such issues are defined as concerns. Providing information or correcting misunderstandings or misconceptions at this early stage will often enable the issue to be successfully resolved.

2) If the concern is not resolved to your satisfaction, then you should notify us via email, letter or via a telephone conversation with a member of staff, indicating that you wish to make a formal complaint.

The SUN Network will acknowledge the complaint in writing by letter or email (or in the complainants preferred method of communication) within 3 working days.

4) The Executive Director will attempt to resolve the complaint by interviewing any members of staff involved, reviewing practice against any relevant policies, and speaking to you as appropriate. This will be completed within 28 days of receipt of the complaint. Exceptionally, if further time is needed, where possible this will be agreed with you.



5) You will be notified in writing by letter or email of the outcome of the complaint investigation. Such letters will always include a summary of the issues raised, how they were investigated, the conclusions reached, and any steps to be taken by the SUN Network to improve its services as a result of the complaint. Where the SUN Network is found to be at fault, an apology will always be made.

6) If you are not happy with the outcome of the complaint investigation, you will be entitled to appeal.

7) The Chair will review all complaints.

#### 4. Appeals

If you wish to appeal the outcome of any complaint, a request for an appeal must be made in writing by letter or email to the SUN Network Chair within ten working days of written notification of the outcome.

The Chair will convene a panel of at least two Directors who have not previously been involved in the matter, who will review the complaint and respond to you in writing within 15 working days.

The decision of the panel will be final.

#### 5. Complaints against a board member (remunerated or not) of the SUN Network

When the complaint is about the Chair of the SUN Network or any other non-executive Director, it should be raised with the Executive Director, who will undertake an initial investigation and seek to resolve the concern in an informal fashion. If this is not possible or if the complainant is not satisfied, the Executive Director will convene a panel involving another Director and an external party. The decision of the panel will be final.

**Approved by The SUN Network Board of Directors Date: 9th July 2018 Next Review Date: July 2021 Responsible Officer Executive Director of The SUN Network.**

Signed.....

Date.....

Signed.....

Date.....

