

Feedback Policy

Review Dates	Review Comments	Reviewed by
September 18	First addition	B Harris
April 2021	Reviewed. No changes other than cosmetic	B Harris
June 2023	Reviewed, process updated	Sarah and Heather

Contents

1. Policy Statement.....	3
2. Feedback about our service	3
3. Complaints procedure	4
a. 1 st Stage – Informal Discussion	4
b. 2nd stage - Formal Complaints.....	4
c. 3rd Stage - Appeal.....	4
d. 4th Stage – Independent Review.....	4
e. Recording Complaints	5
f. Monitoring Complaints	5
g. Publicity.....	5
4. Appendix – How to Complain.....	6
a. Step 1 – Tell Us	6
b. Step 2 – We will respond to your complaint.	6
c. Step 3 – If you’re not happy with our response.	6
d. Step 4 – If you remain dissatisfied.	6
e. Confidentiality	6

1. Policy Statement

Pure Insight aims to be a learning organisation. We welcome all comments and feedback about the way we work, whether positive or negative so that we can do even better in the future. Pure Insight is committed to excellent service. We regard complaints as an opportunity to learn and to improve. If you have a complaint about us or problem, we will aim to resolve it as quickly and efficiently as possible in a personal, fair and confidential way.

2. Feedback about our service

As much as we would like to, we may not always get it right. It is our aim to deal with complaints as soon as they arise, put things right with the complainant, apologise and if necessary, change the way we do things so things will not go wrong again. We hope that most things can be dealt with at the time, on a one to one, face to face basis.

Whilst we aim to let you know as much as possible about how we have taken your feedback to improve our services, we may not always be able to give you full details due to our requirements to maintain others right to confidentiality.

We hope that all our customers, including young people, contractors, social workers etc. all received a great service from Pure Insight. We certainly welcome and value positive, constructive feedback and comments.

Any compliments or positive feedback received about individuals, or the team will be fed back to them. You can let us know about things we have done well by telling the staff member directly, sending a text, Whats App, Facebook message or emailing info@pure-insight.org.uk . Positive feedback helps us to keep delivering services that are useful and in line with what you need.

3. Complaints procedure

This Complaints procedure applies to complaints about the organisation from young people and staff in the Local Authorities where they are contracted to the Pure Insight. It does not apply to Complaints from the organisation's staff or volunteers, which are considered under the organisation's grievance and problem-solving procedures.

The purpose of our complaints handling procedures is to ensure that we:

- Listen and are responsive to people who raise an issue with us.
- Respond swiftly and at a level close to the point of service delivery.
- Are fair and consistent.
- Offer solutions and/or explanations.
- Offer complainants recourse to someone more senior/more independent if they wish.
- Ensure that staff who are mentioned in complaints receive support.
- Respect confidentiality.
- Record complaints consistently and monitor what we record.
- Use complaints positively as an opportunity for learning and improvement.

In making a complaint we believe most people want:

- to be listened to.
- to have the problem accepted as important.
- to be offered a solution or explanation.
- to have their distress acknowledged and to be assured the same thing will not happen again.

It is therefore essential that people raising a complaint are involved in discussing their concerns and in finding solutions.

a. 1st Stage – Informal Discussion

Informal Discussion This will normally be between the complainant and a member of staff. It will attempt to establish that the complainant wants to make a complaint, what the complaint is and, if possible, to find a resolution to the complaint that all involved find acceptable. The first stage should take place as soon as possible and wherever possible no more than 7 days of the complainant raising the matter.

b. 2nd stage - Formal Complaints

Formal Complaints If not satisfied, the complainant can register a formal complaint in writing. If the complaint is regarding a member of staff, it will be investigated using the disciplinary procedure.

c. 3rd Stage - Appeal

If the complainant is not satisfied with the outcome of stage two, the complainant should be told in writing how to escalate their complaint to the next level.

d. 4th Stage – Independent Review

If the complainant remains dissatisfied after Pure Insight has investigated the complaint, they can ask for the complaint to be reviewed by the Board of Trustees.

e. Recording Complaints

All complaints will be recorded. The record will include the date of the complaint, the complainant's name and address, the form of it (i.e. in writing or verbal), who received it, what the details of the complaint were, and what action was taken, by whom and on what timetable.

f. Monitoring Complaints

The CEO will report bi-monthly to the Board on complaints during the year and policies and procedures will be reviewed if appropriate.

g. Publicity

The Procedure will be made available to all service users on the website.

4. Appendix – How to Complain

a. Step 1 – Tell Us

If you are unhappy about any of our services, we want to hear from you. Please tell us about your complaint in any of the following ways:

- You can tell the service direct: ask to speak to the staff or their manager, in person, by phone, or by email. You can email info@pure-insight.org.uk and we can get this to the relevant staff member.
- If you would rather contact someone not involved in running the service directly, please email the Business Support Manager through info@pure-insight.org.uk and tell us what you need us to know.
- It is helpful to put your concerns in writing if possible as it helps us to understand how to best support you.

b. Step 2 – We will respond to your complaint.

We will determine the best way to look into your complaint. This is usually done by the manager, or a senior member of staff, of the service concerned; but for serious complaints we may involve someone more senior straight away.

We will usually need to discuss your complaint with you, so we are clear about the outcome you want. We will aim to address your complaint within 10 working days; if this isn't possible, we will contact you to provide an explanation and indication of when a full response can be expected (within a further 10 working days). You will get a written response to your complaint.

c. Step 3 – If you're not happy with our response.

If you're still not happy, contact the Business Support Manager info@pure-insight.org.uk and let them know the reasons why you remain unhappy. You should do this within 20 working days of receiving our written response.

d. Step 4 – If you remain dissatisfied.

If you remain dissatisfied after Pure Insight has investigated your complaint, you may ask for your complaint to be reviewed by the CEO or Board of Trustees. You can do this by emailing info@pure-insight.org.uk

e. Confidentiality

We will only tell people involved in resolving your complaint about it unless there is a statutory requirement for us to share information with specific agencies/contractors around serious issues including allegations of professional misconduct or criminal offences.

After it's resolved, we will keep a summary on record, using guidance from the Data Protection Act. We use anonymised information from complaints to make sure we learn and improve our services.