



Basingstoke & Alton Cardiac Rehabilitation Charity

Complaint's policy and procedure

Cardiac Rehab welcomes feedback and aims to handle complaints quickly, effectively and in a fair and honest way. Exercisers and other clients are encouraged to provide feedback via Reception and a Comments Box is available next to the gym door.

COMPLAINTS POLICY

Cardiac Rehab is committed to providing a high-quality service for its clients, excellent customer service and good quality facilities. We are also committed to responding well to complaints from any service user. We believe that our clients should have their views considered and receive a satisfactory level of service. Comments submitted anonymously will be treated as feedback rather than a complaint (see below concerning confidentiality).

We consider a complaint a valuable form of feedback and aim to be responsive to them. A complaint is an opinion or comment from a user of Cardiac Rehab's services (or carer, support worker or relevant body), about a service with which they are unhappy or dissatisfied. A complaint is not an initial request for a service to be delivered. Note that internal complaints are handled separately as part of our Grievance procedure.

Cardiac Rehab aims to ensure that our complaints system:

- is understandable easily accessible.
- provides an effective means of allowing service users or their representatives to complain about the quality or nature of services offered by Cardiac Rehab.
- is independent - all final investigations will be carried out by individual(s) not directly connected with the complaint.
- is fair regardless of who makes a complaint.
- thoroughly and fairly investigates complaints within set time scales.
- keeps complainants informed of progress.
- provides an effective response and appropriate redress.
- provides feedback to management so that areas of dissatisfaction can be improved.
- gives the Trustee Board of Cardiac Rehab an additional means of monitoring performance and the extent to which service/development plan objectives are being achieved.
- is fully understood by all staff.

In addition, Cardiac Rehab will ensure that all information pertaining to a complaint will remain confidential as far as possible: the identity of the person making a complaint will be made known only to those who need to consider the complaint. It may not be possible to preserve confidentiality in some circumstances, for example where relevant legislation applies or allegations are made which involve the conduct of third parties.

All correspondence reports or other papers relevant to complaints will be allocated a sequential number and retained on file for as long as is necessary and in accordance with our Data Protection policy.

Taking fitness *to heart*

Aggressive or vexatious complaints

The Charity will deal fairly and honestly with complainants and ensure that other service users, staff or the service do not suffer detriment from persons making vexatious complaints. The Charity will write to vexatious complainants to inform them that their behaviour is considered to be unacceptable.

Complaints about Exercise Instruction

Our service is delivered by a combination of paid staff and contracted freelance qualified exercise instructors. We will seek to resolve such complaints in the same way as any other complaints, all of which are useful to guide learning in future service delivery and contractual arrangements. Feedback on performance is given to staff and instructors on a regular basis.

COMPLAINTS PROCEDURE

A complaint can be made in the following ways:

- in person or by telephone
- in writing by letter or e-mail

Complaints via social media will be directed to one of the above methods to ensure confidentiality and we will not engage with a complainant publicly.

For contact details, please see <https://www.cardiac-rehab.co.uk/contact-us/>

The Complaints procedure has three stages:

Stage 1

Many complaints can be dealt with quickly and satisfactorily by the user discussing the matter with the staff member or exercise instructor involved in delivering the service. The staff member will at the outset try to determine what outcome the user is seeking and will ensure that all steps are taken to resolve the complaint at the first point of contact.

The staff member will endeavour to find a satisfactory solution and will keep their line manager informed of the complaint and outcome. If necessary, the line manager will write to the complainant with a response, usually within 5 working days.

At the end of stage 1, if the complainants are not happy with the outcome of their complaint, they can raise the matter with the Chief Executive - Stage 2 of the Complaints procedure.

Stage 2

Stage 2 is initiated by contacting the Chief Executive of Cardiac Rehab in writing (letter or email). The Chief Executive will investigate the matter and will normally give a full written reply within ten working days of receiving the complaint.

In the event of a complaint concerning the Chief Executive then the Chairman of the Board will receive the complaint.

At the end of stage 2, if the complainants are not happy with the outcome of their complaint, they may request that the matter be reviewed by a panel elected from the Board of Trustees (stage 3).

Stage 3

A panel of the Board, consisting of three people will review the complaint and previous decision of the Chief Executive. The Panel will be convened by the Chairman of Cardiac Rehab (or a Trustee appointed by the Chairman) who will make the necessary arrangements to assemble the panel and provide the appropriate background information and personnel to come to a decision.

Wherever possible, the panel will be convened within 15 working days of the request for a review being received. The panel will endeavour to provide their decision in writing to the user within 5 days of their decision.

COMPLIMENTS AND COMMENTS

Users of Cardiac Rehab's services are also extremely welcome to submit comments and compliments about the service they have received.

Compliments will be acknowledged and may be published as a model for developing good practice.