



Complaints procedure

We know that sometimes things don't go the way we all hope they will. Sometimes we might say the wrong thing or get something wrong or do something wrong. At PenCRU we want to have some way to deal with this if it happens. It might also be the case that people who work for PenCRU get it wrong or that the members of the Family Faculty get it wrong. These procedures are to help everyone sort out these kinds of problems.

Principles

- We are open to hearing that someone is unhappy with something within PenCRU.
- Where possible complaints will be resolved by agreement of all the people involved.
- We will acknowledge receipt of all complaints and will try to resolve them within 28 days of the complaint being received.

Informal Resolution

If someone wants to make a complaint about a service user, carer, patient or an employee of PenCRU or its associated organisations, they should first try to talk to that person if they can.

Formal Procedure

If this does not work then they should contact the PenCRU Senior Research Fellow (Chris Morris). The complaint should be put in writing, clearly explaining what the issue is and why the complaint is being made and what (if they know) they would like to happen to resolve it or make it better. Chris, or the person nominated by him, will contact all the people involved in the complaint, within seven working days, to find out each person's point of view. They may also ask for any written documents that would help. If a complaint is made against an employee of PenCRU or one of its associated organisations they will inform the appropriate Human Resources Department. They will try, if possible, to resolve the problem at this stage.

If this is not possible or the issues raised are very serious they will then be talked over and thought about by either the PenCLAHRC PPI lead (Currently Professor Nicky Britten) or Professor Katrina Wyatt (external to the PPI team).

A decision will then be made as to what further action, including mediation if appropriate, is required. The decision will be communicated to everyone involved.

Independent Appeal

If people involved in the complaint are still not happy with the outcome, or if it is about a member of the Family Faculty all relevant information will be given to an independent adjudicator. This will be Maryrose Tarpey. Maryrose is a member of INVOLVE staff and has agreed to take on this role. She will then make a final decision on any complaint.