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Complaints & Compliments Policy

A Trauma-Informed and Best Practice Complaint and Compliments Process

Introduction

This policy outlines Hopian's commitment to managing complaints and compliments about its services.

It ensures:

- ✔ Complaints are taken seriously and handled transparently, fairly, and promptly in a manner sensitive to trauma. The aim is to resolve concerns effectively while maintaining respect for the complainant's experiences.
- ✔ Compliments are recorded and feedback to the individual/team involved.

Complaints

Key Principles

- ✔ **Accessibility:** Information on how to raise complaints is clear and easily available.
- ✔ **Empathy:** Complaints are handled with sensitivity to the complainant's experiences, ensuring a trauma-informed approach.
- ✔ **Transparency:** Processes and outcomes are communicated clearly.
- ✔ **Respect:** Feedback is welcomed and seen as an opportunity for improvement.
- ✔ **Legal Compliance:** Complaint handling adheres to legal and best practice standards.
- ✔ **Non-Retaliation:** Making a complaint will not negatively impact the complainant's services.

Scope

This policy applies to complaints about services directly provided or commissioned by Hopian.

If employees have a complaint regarding another staff member or working arrangements, they should follow the procedure outlined in the Hopian Grievance policy.

Who Can Complain?

Complaints may be made by:

- ✔ Service users directly affected.
- ✔ Third parties acting on behalf of a service user, with documented consent.
- ✔ Professionals or agencies engaging with Hopian.

How To Make A Complaint

A complaint can be raised with a staff member or by requesting to speak to a manager. A complaint can also be raised via the 'Contact Us' page on the Hopian website, selecting Feedback or Complaint. If preferred, requests for contacting the CEO or the Board of Trustees can be made through the contact list below. All requests for complaints to be addressed by the CEO or the Board of Trustees should be submitted in writing and will be facilitated and handled sensitively by Business Support.

- ✔ Telephone: 0330 2020 571
- ✔ Email: enquiries@hopian.org.uk

✔ Post: PO Box 769, Rotherham, S60 9JJ

✔ Web: hopian.org.uk/contact

Reasonable adjustments will be made for individuals with language barriers or disabilities, such as access to translation services.

Timescales For Making A Complaint

We encourage complaints to be made promptly for effective action. If this is not possible, we request that complaints are submitted as soon as possible after the incident. We will make every effort to fully investigate any complaint made within 12 months of an incident, or beyond 12 months if the matter is deemed serious.

Complaint Process

Step 1: Initial Contact

- ✔ Complaints can be made verbally or in writing.
- ✔ Staff will listen attentively, record the complaint, and aim to resolve it promptly.

Step 2: Escalation

- ✔ If unresolved, the complaint will be escalated to a senior staff member for investigation.
- ✔ The complainant will be informed of the timescales and process for resolution.

Step 3: Formal Investigation

- ✔ Serious complaints (e.g., fraud or harassment) will be referred to the CEO or Board of Trustees immediately.
- ✔ Investigations will be thorough, impartial, and documented.
- ✔ The outcome, including findings and any remedial actions, will be communicated in writing to the complainant.

Step 4: Further Escalation

- ✔ If the complainant is unsatisfied, they may escalate the matter to the Board of Trustees

If your complaint remains unresolved or unsatisfactory, you may choose to escalate it to external bodies, including:

- ✔ For support issues, contact the Housing Related Support Service Commissioner at RMBC, Riverside House, Main Street, Rotherham S60 1EA.
- ✔ For refuge accommodation issues, contact Together Housing at Head Office, Harrison Street, Wakefield WK1 1PS.

Complaint Response Timescales

- ✔ Informal Complaints: Resolved within 5 working days.
- ✔ Formal Complaints: Investigated and resolved within 21 working days.
- ✔ Updates provided every 10 working days beyond the agreed timescale, if required.

Complaint Confidentiality

Complaints will be handled in strict confidence, following the Hopian Confidentiality Policy. Information is disclosed only to those directly involved in the investigation.

Complaint Consent

Consent for information sharing will be clearly documented, ensuring complainants understand how their data will be handled.

Complaint - Trauma-Informed Approach

Hopian staff are trained to handle complaints empathetically, recognising the potential impact of trauma on complainants. Processes are designed to minimise distress and prioritise the complainant's well-being.

Compliments

This section explains how we manage, record and respond to compliments from external stakeholders. This may include people we support, families, carers, healthcare professionals or members of the public.

What Is A Compliment?

We define a compliment as any expression of satisfaction or positive feedback which external stakeholders make when they are happy about something we have done or continue to do. They can relate to the smallest of things to something exceptional and may include:

- ✔ Expressions of thanks for a service we provided.
- ✔ Recognition of a colleague or a team going above and beyond.
- ✔ Social media or public reviews celebrating our work.

Compliments may be given:

- ✔ Verbally in person or over the phone.
- ✔ In writing in a card, letter, email or social media post.

It is important we capture all the wonderful things people say about us, our work and Hopian.

How To Make A Compliment?

We welcome and encourage compliments through multiple channels, including:

- ✔ In person by speaking directly with a team member or manager.
- ✔ Writing or emailing a manager or a member of the team.
- ✔ Filling out our online feedback form on our website : hopian.org.uk/contact.

How Do We Respond To A Compliment?

When a compliment is received, we will acknowledge it promptly. The colleague who received the compliment will:

- ✔ Thank the person(s) who shared positive feedback with us and explain that we will share it with the relevant colleague(s) or team.
- ✔ Share the compliment with the relevant manager.

The relevant manager will:

- ✔ Share the compliment with the colleague(s) who the compliment relates to so they can be recognised.
- ✔ Log the compliment on our system.

How Do We Use Compliments?

- ✔ Recognising achievements through compliments and feedback enables us to acknowledge success and gain valuable insights. It is important to continue proven strategies for ongoing development.
- ✔ We may use compliments to promote our work or services through monitoring, reports, social media and other promotional materials.

- ✔ We also recognise that positive feedback can encourage others to seek support.
- ✔ We will always request consent for sharing compliments and feedback.

Complaint & Compliment Monitoring and Improvement

- ✔ All complaints and compliments are logged in the Hopian database.
- ✔ Service Managers report monthly to the CEO, highlighting trends and areas for improvement.
- ✔ Data is reviewed quarterly by the Board of Trustees to ensure continuous learning.

Best Practice Compliance And Continuous Improvement

This policy aligns with best practice, ensuring fairness, accountability, and continuous improvement in service delivery.

Policy Review

The overall responsibility for this policy lies with the Chief Executive and the Board.

Policy Author: **Sue Wynne - Chief Executive Officer**



Policy agreed by Trustees and Chair on: **December 2025**

Version no: **v2**

Date of next review: **December 2027**

Relevant Equality Area	Does the policy or its implementation:			Does Hopian need to proceed to full EIA? (If in doubt progress to full assessment)
	Breach Equalities Legislation?	Affect different groups in different ways (both positive and negative)	Promote equality/ good relations?	
Gender	No	No	Yes	No
Race	No	No	Yes	No
Disability	No	No	Yes	No
Sexual Orientation	No	No	Yes	No
Religion and Beliefs	No	No	Yes	No