

## Complaints Policy

**2021**

St Luke's views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the individual who makes the complaint or raises a concern.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at St Luke's knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do and how we do it.

Maintaining confidentiality is essential, and security of data relating to individuals must be protected in accordance with the Data Protection Act 2018. No confidential information relating to complaints will be disclosed to any third party unless St Luke's has the complainant's consent or some other lawful authority to do so.

### Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the work of St Luke's Healthcare for the Clergy ("St Luke's"). Complaints may come from:

- clergy or their families receiving advice or care from Honorary Consultants or other providers of services
- participants in, or facilitators of, training workshops or reflective practice groups
- donors and supporters of the charity
- volunteers, advisers or Trustees of the charity

A complaint can be received verbally, by phone, by email or in writing, but however received, it must be made plain that it is intended to be a formal complaint. This policy does not cover complaints from staff, who should use the Discipline and Grievance policies of St Luke's.

### Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following relevant data protection requirements.

### Responsibility

Overall responsibility for this policy and its implementation lies with the Board of Trustees.

### Review

This Policy will be reviewed annually by the Trustees.

Approved by the Trustees 19<sup>th</sup> March 2021.

## Complaints Procedure

Written complaints may be sent to:  
St Luke's Healthcare for the Clergy  
Room 201, Church House  
Great Smith Street  
London SW1P 3AZ

or by e-mail to [claire.walker@stlukesforclergy.org.uk](mailto:claire.walker@stlukesforclergy.org.uk)

Verbal complaints may be made by phone to the Chief Executive on 020 7898 1700.

### Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have. Complaints received by telephone or in person will be recorded.

The person who receives any complaint or other expression of dissatisfaction by phone or in person should:

- Write down the facts
- Confirm that it is intended that a formal complaint should be made
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to St Luke's
- Tell the complainant that we have a Complaints Procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

### Resolving Complaints

#### a. Stage One

A complaint is best resolved by the person responsible for the issue being complained about. If the complaint relates to a specific person, they will be informed and given a fair opportunity to respond. On receiving a complaint, the Chief Executive of St Luke's will record it in the complaints log.

- In the case of clergy or their families given advice or care by an Honorary Consultant, any complaint received by St Luke's will be forwarded to the Honorary Consultant concerned. The Honorary Consultants are responsible for resolving any complaints swiftly and appropriately.
- In the case of clergy or their families receiving care from a local provider of their, or their GP's, choice, any complaint received by St Luke's will be forwarded to the provider concerned. St Luke's has no responsibility for resolving such complaints.
- In the case of clergy participating in workshops or reflective practice groups, any complaint received by St Luke's will be forwarded to the provider of the workshop or the facilitator of the group in the first instance.

In all cases, the complaint must be copied to the Chief Executive of St Luke's, who will confirm to the complainant how their complaint is being handled. The complaint information must be passed to the Chief Executive of St Luke's within one week of its receipt. If the complainant has for whatever reason declined or been unable to record the complaint in writing, a description

of the issue should be lodged with the Chief Executive by the recipient, for the purpose of recording the complaint in the log.

Complaints should be acknowledged by the Honorary Consultant or other service provider within ten working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply.

Ideally complainants should receive a definitive reply within twenty working days. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The Chief Executive of St Luke's must be copied into all correspondence and will follow up with the complainant.

### **b. Stage Two**

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level. At this stage, the complaint will be passed to the Chairman of St Luke's.

The request for Board level review should be acknowledged within ten working days of receiving it. The acknowledgement should say who will deal with it and when the complainant can expect a reply. The Chairman may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. The person who dealt with the original complaint at Stage One should be kept informed of what is happening. Ideally complainants should receive a definitive reply within twenty working days. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

### **c. External Stage**

The complainant can complain to the Charity Commission at any stage. Information about the kind of complaints the Commission can involve itself in can be found on their website at: [www.charitycommission.gov.uk/publications/cc47.aspx](http://www.charitycommission.gov.uk/publications/cc47.aspx)

### **Variation of the Complaints Procedure**

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chairman should not also have the Chairman as the person leading a Stage Two review.

### **Monitoring and learning from complaints**

Complaints are reviewed annually to identify any trends which may indicate a need to take further action. We treat all comments and complaints as an opportunity to improve. We will acknowledge the mistakes that we have made, sincerely apologise for them and try to prevent them from happening again in the future.