



Complaints, Compliments, Comments and Concerns Policy

To access this policy remotely you can also click on the external link
<https://www.leicestershospitals.nhs.uk/aboutus/work-for-us/apprenticeships/>

Written by: Senior Learning and Development Manager
Date: 25/1/21

Checked and approved by: SWOD and UHL Apprenticeship and Development Centre
Date: November 2018; updated 25th January 2021

Consultation: Apprentice Centre staff

Supporting documents: Code of Conducts

Planned Review date: January 2024

Content

1.0	Rationale	2
2.0	Complaints Process	2
3.0	Concerns and Comments	2
4.0	Compliments	3
Appendix 1	Complaints Process	4
Appendix 2	Complaints and Compliments Log	5
Appendix 3	Complaint Received Letter	6
Appendix 4	Complaint Resolved Letter	7



1.0 Rationale

The University Hospitals of Leicester Apprenticeship and Development Centre strives to produce the highest-quality learning opportunities and services to the learners for which feedback is a vital element in the approach for continuous improvement to achieve this. The Centre is aware that whilst the intention to provide the best service possible exists that sometimes the service to our learners, visitors and staff falls short of expectations. This policy describes how to speak up to the Centre should you have a comment, concern, compliment or complaint. This enables the Centre to do more of what's going well and look to rectify anything that has not gone as expected.

2.0 Complaints

2.1 The Centre Complaint Procedure has 3 stages.

2.2 All complaints received by the Centre are recorded and reviewed.

2.3 The Centre aims to resolve complaints speedily and informally in the first instance, however, if this is not possible the next stage of the process can be accessed. The process for dealing with complaints can be found in appendix 1.

2.4 Complaints can be raised in person with the Centre staff the learner links with for their programme or to the Quality Lead. To send a complaint by email please contact apprenticeships@uhl-tr.nhs.uk where the most appropriate Centre member of staff will respond.

2.5 Complaints provide valuable feedback and help improve the Centre's service. In this sense, complaints are welcome and learners should feel able to speak up without being worried about any negative consequences. The Centre would always rather hear something directly in a timely manner to enable them to have an opportunity to put it right rather than second hand through an external review e.g. OFSTED/ESFA questionnaire.

3.0 Concerns and Comments

3.1 Learners and their managers (but not limited to) should feel able to raise concerns and comment on all elements of their programme with Centre staff at the earliest opportunity to allow it to be explored. The Quality Lead should record these concerns.

3.2 If learners or their manager does not feel able to raise the concern or make the comment with the Centre, and the concern has a potential impact on patient safety, they should approach their organisations' Freedom to Speak Up Guardian who will support them in taking it forward.

3.3 Concerns and comments are a very valuable source of timely feedback and the Centre welcomes these to support continuous improvement. It is important that concerns and



comments are shared as programmes progress rather than awaiting invitations to share feedback in more formal ways; end of programme reviews, OFSTED questionnaires, ESFA questionnaires etc.

4.0 Compliments

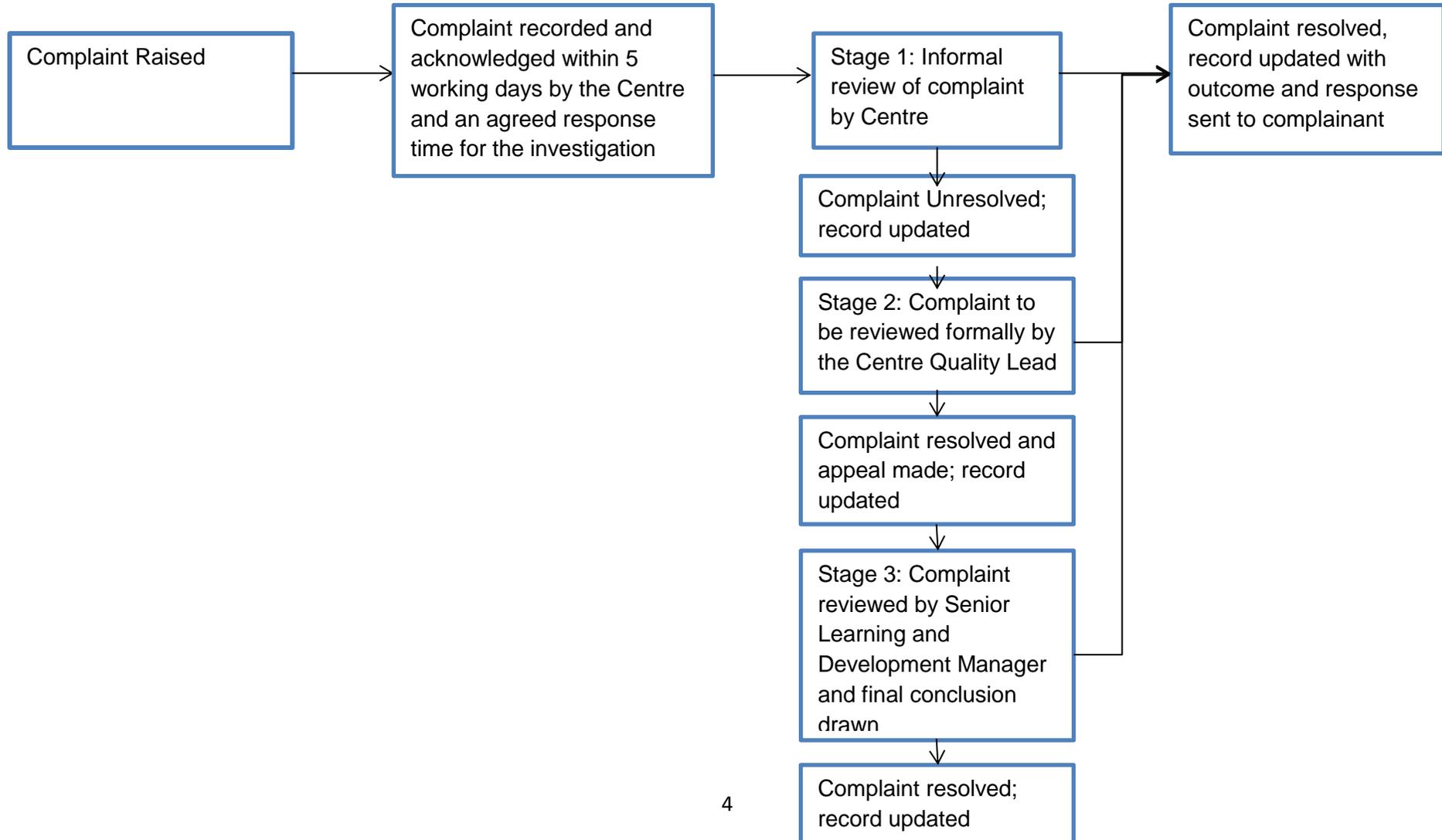
4.1 It is often easy to forget about what is going well but this is an important part of ensuring continuous improvements at the Centre. The Centre is keen to understand (but not limited to) what is working smoothly for learners and their managers, what is supporting the learning experience, how relevant the programme format and content is to an individual's role, where the stretch and progression is in programmes etc. This helps the Centre to understand what needs to continue, what it can strengthen further and what works so when programme reviews happen they don't disappear as part of the process.

4.2 Compliments can be raised in person with the Centre staff the learner links with for their programme or to the Quality Lead. To send compliments by email please contact apprenticeships@uhl-tr.nhs.uk where the most appropriate Centre member of staff will respond.

4.3 A record will be kept by the Centre of all written compliments.



Appendix 1 Process for Raising Complaints





Appendix 2

Complaint Record Log

To be completed and kept by the Quality Lead, together with all related correspondence

Date	Complainants name	Learner number (as relevant)	Course (Please include cohort number)	Complaint Overview	Reported to	Reported on (date)	Action taken (including dates and by whom and what stage the complaint is at)



Appendix 3 Complaint Received Letter

UHL Apprenticeship and Development Centre
Knighton Street Offices
Leicester Royal Infirmary
LE1 5WW

Tel: 0116 258 6112 [Insert ext.]

[Insert Date]

[Insert name]

[Insert area of work]

Dear [Insert name]

Re: [Insert complaint details]

I am writing to confirm receipt of the complaint in regard to [insert overview]. I can confirm that this matter will be looked into and an update on the progress/outcome sent to you by [insert date].

Should you have any queries on the complaint during this process please contact me on the above number.

Yours sincerely

[Add name and title]



UHL Apprenticeship and Development Centre
Knighton Street Offices
Leicester Royal Infirmary
LE1 5WW

Tel: 0116 258 6112 [Insert ext.]

[Insert Date]

[Insert name]
[Insert area of work]

Dear [Insert name]

Re: [Insert complaint details]

I am writing to confirm that the investigation in regard to the complaint on [insert overview] has been concluded. [Insert overview details of action taken to prevent reoccurrence and any summary explanation]. I am sorry that this has occurred and it is not something we would expect our learners to face when on a programme with the Centre.

Can I also take this opportunity to thank you for raising the complaint as it does enable us to review the service we provide to our learners and managers.

If there is anything more than we can help you with please let me know.

Yours sincerely

[Add name and title]