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Feedback and Complaint Policy

Introduction

This policy sets out Shaw Trust's position on the management of feedback and complaints. As outlined in our Vision 2030 Strategic Directive, our mission is to co-create and deliver excellent services of the highest quality with the people we support, our commissioners, partners, and all other stakeholders.

In order to achieve our mission Shaw Trust actively encourages feedback of all kinds from those that use our services. We have a genuine desire to learn from the feedback we receive and will use it to inform and improve in line with our ambition to be a Learning Organisation:

- The services we provide.
- The policies we develop.
- How we behave as an organisation.

We are committed to operating an effective feedback system, which demonstrates that we:

- Are putting people that we support at the heart of everything we do.
- Listen to what individuals, commissioners and partners have to say.
- Are open, transparent, and honest are responsive and fair.

Applicability

This Policy applies to all staff and covers all complaints, compliments and feedback received by those we support and all other external stakeholders from across Shaw Trust Group and includes the individual wholly owned legal entities except for Shaw Trust Education Trust.

This Policy does not include feedback, or complaints related to:

- Complaints or grievances from staff or volunteers - Staff and volunteers must contact HR in line with our Grievance Policy and Procedures.
- Complaints relating to General Data Protection Regulation (GDPR) – please refer to the Group Information Security Policy.
- 'Whistleblowing' under the Public Interest Disclosure Act (PIDA) 1996 – for which the Confidential reporting and "Whistleblowing" Policy should be utilised.

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Shaw Trust customers include those people we support, our commissioners, the partners with whom we work with, and other wider stakeholders.

Policy Statement

This Policy document enables Shaw Trust to:

- Establish a clear procedure for addressing all feedback and complaints.
- Ensure all complaints are dealt with in a timely and appropriate manner.
- Provide a channel for people to register their feedback and complaints.
- Ensure impartial consideration.
- Resolve issues raised to the satisfaction of both the complainant and the organisation.
- Learn lessons from all complaints and make recommendations which will support our policy of continuous improvement.
- Understand and assess the levels of satisfaction.
- Embed a culture of listening and learning.
- Share best practice.

We will collaborate and share learning from feedback across the Group. The insight from data will be used by the business to improve the quality of our services, customer satisfaction and shared best practice.

Monitoring and Evaluation

The insight and intelligence from customer satisfaction data will be reviewed and analysed by the Assurance, Standards and Technology Service (ASTS) function, in collaboration with business sectors, and will inform self-assessment and continuous improvement plans. Trends will drive changes to systems and processes, the re-alignment of current services, supply chain and partnership reviews and staff training. The review of feedback may also require necessary changes to our organisational policies and procedures.

In order to improve customer experience through continuous improvement, data will be utilised to produce business intelligence reports relating to feedback, providing deeper insight to help inform service delivery improvements and understand stakeholder satisfaction. These reports will identify the number of complaints and

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compliments, range and type of feedback, response times and complaint resolution, quality of responses, and the impact of improvement measures taken. Furthermore, intelligence gathered will inform the Board and Senior Leadership Team, so they have insight to satisfaction levels and be alerted to emerging or actual risk.

The themes from identified trends will lobby further feedback to understand and inform wider improvements across all business sectors by using our User Involvement & Engagement Strategy, which can drive and include an:

- Intervention-specific questionnaires.
- Annual evaluation surveys.
- Face-to-face interviews.
- Online feedback form.
- Focus groups convened to consult specific participant groups or consult about specific aspects of service delivery / development.

Definitions

Shaw Trust provides our customers with access to a formal process to enable them to record their feedback with us. Where a customer is not satisfied with our service and wishes to make a formal complaint, a process is available which enables a transparent and robust investigation to take place and will provide the complainant with a formal response.

Shaw Trust takes all complaints received seriously and endeavours to ensure any complaint is actioned impartially and promptly. We have adopted the Local Government and Social Care Ombudsman's definitions in order to support classification within this policy

- A **complaint** is a criticism or expression of dissatisfaction received from any individual, partner, or organisation, who is dissatisfied with any aspect of our service. A complaint can be in the form of a formal or informal complaint.
- A **formal complaint** notification, verbal or in writing is received and informs us that an individual, partner, or organisation has concerns and wishes to register a formal complaint.
- An **informal complaint** notification, verbal or in writing, is where there are concerns which can be resolved quickly and where the complainant has

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indicated they do not want their feedback to be registered as a formal complaint.

- A **compliment** is a written statement of positive recognition and praise for a service or individual and should be acknowledged and shared as an example of good practice.
- A **suggestion** is where customers suggest improvements to our service and should be acknowledged.

Procedures And Guidance

This policy links to the following relevant policies and procedures that staff should reference:

- Group Feedback and Complaint Procedure.
- Group Feedback and Complaint Process.
- Learning Organisation Strategy.
- Diversity and Inclusion Policy.
- Group Grievance Policy and Procedures.
- Group Information Security Policy
- Confidential reporting and “Whistleblowing” Policy

Compliance

Shaw Trust staff are expected to comply with all aspects of this policy.

Shaw Trust Group is committed to Equality, Diversity, and Inclusion in all its policies and activities. Our approach is set out in full within the Diversity and Inclusion Policy.

In line with our ISO 9001 QMS standard, this policy illustrates the Shaw Trust Group commitment to measuring, monitoring, and continuously improving Customer Satisfaction, through:

- Collecting data to track customer feedback and complaints.
- Reviewing the data to assess levels of customer satisfaction.
- Establishing how well we are performing on customer satisfaction.

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- Putting plan in place to improve performance and reviewing the plan regularly.

The Trust Board will be provided with a quarterly report giving information about feedback and complaints, including trends and lessons learnt.

Review

This policy will be reviewed, at least annually, by the Group Customer Experience & Quality Lead and will be revised as and when required to take account of developments in legislation, regulation, business need, technology, and good practice. Proposed revisions will be submitted for approval to the Senior Leadership Team and / or the Board.

Appendix A - Change Control Log Template

Version	Details of amendments	Formal approval required	Approved by	Date of approval

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Version 1	Consolidation of group complaints policies to create overarching group policy in line with strategic directive objectives	Yes	Audit and Risk Committee	30/03/2021
Version 1.5	Job titles changed to reflect new Operational Support Service structure. Reference to Learning Organisation included in related policies.	No	Group Head of Quality & Standards	23/2/2023
Version 1.6	Function titles changed to reflect new Central Pillar structure	No	Group Head of Quality & Standards	11/4/2024
Version 1.7	Updated branding.	No	Group Head of Quality & Standards	11/06/2024