

Accessibility:

It is important that the complaints procedure can be easily accessed by all service users, with information about complaints be easily accessible at all times, not just made available when a service user wishes to complain. Organisations should consider the most effective ways to ensure maximum accessibility, such as placing information in public offices, communal areas and waiting areas. Complaints leaflets can also be helpful and organisations should consider where these can most effectively be displayed. Staff should ensure that any expressions of dissatisfaction fitting the agreed definition of a complaint for the organisation are handled via the complaints procedure (and not, for example, as comments, concerns or feedback).

Organisations should take into account needs of customers, making reasonable adjustments as required. They should provide a range of methods for complaining by whatever means is easiest for the complainant to ensure that, as far as possible, individuals are able to make and pursue complaints regardless of accessibility issues. Where complaints information is published it must be easily accessible to members of the public and available in alternative formats as requested.

		Self Assessment score		
Accessibility		Yes = 1 No = 0		Evidence
1	The complaints procedure is publicised and made available to customers and members of the public.			
		<ul style="list-style-type: none"> • The CHP is publicised online and in all offices that have a direct customer interface • Information for customers on the complaints procedure (the customer facing CHP) is readily accessible on the organisation's website within 4 click of the home page • Information on complaints can be easily accessed by all service users, with information about complaints be easily accessible at all times, not just made available when a service user wishes to complain 		
2	The organisation has developed local information leaflets or publicity for customers in regards to the complaints procedure and these are in line with the requirements of the model CHP.			
		<ul style="list-style-type: none"> • Local information leaflets or publicity for customers in regards to the complaints procedure which comply with the model CHP are readily available to all customers and are provided to customers who enquire about the complaints procedure or who make a complaint 		
3	Complaints can be made to any member of staff, customers are nor redirected or told to contact someone else.			
		<ul style="list-style-type: none"> • Complaints are addressed directly by the member of staff receiving the complaint, or alternatively referred to the appropriate point for frontline resolution/investigation • Complainants are not advised to make the complaints to another person or service area and they are not advised that they must phone or write to another service point • As a matter of course, any staff member being presented with a complaint (regardless of whether that complaint has been submitted in writing, in person or by telephone) will attempt to resolve the issue that has been raised. 		

		Self Assessment score		
	Accessibility	Yes = 1 No = 0		Evidence
4	The organisation actively works with advocacy agencies to promote access to the complaints procedure, and support for customers where there is a need.			
	<ul style="list-style-type: none"> The organisation can demonstrate partnership/joint working and initiatives with partner organisations (for example Citizens Advice Scotland or other relevant bodies) to publicise and promote access to the CHP 			
5	Customers are informed of relevant support services available to them in making their complaint.			
	<ul style="list-style-type: none"> The organisation has included further guidance or examples in relation to arrangements to support the customer in its CHP and this information is available, and provided to customers Online information about how to access the CHP includes information about support services available to help people access the complaints procedure. All information about accessing the complaints procedure includes clear and available information and an effective approach to supporting those with needs or difficulties in accessing the system. Customers who do not have English as a first language and other customers may have specific needs; the organisation always seeks to address to address these needs appropriately. The organisation always makes reasonable adjustments to its service to help the customer where appropriate. 			
6	Locally prepared complaints forms are fully compliant with the model CHP and ensure that the layout is user-friendly, captures specifically the complaint(s) being made and the outcomes expected.			
	<ul style="list-style-type: none"> The organisation can demonstrate, by completing a self-assessment of its CHP that all locally prepared complaints forms fully meets the requirements of the model CHP for the sector 			
7	Complaints forms leaflets posters etc are always readily available at all public premises.			
	<ul style="list-style-type: none"> Evidence is held to show that supervisors/ team leaders etc. regularly check availability of complaints info at public locations and act to fill gaps or re-order low stocks as appropriate 			
8	All complaints are handled in private and staff who have no business need to access customer's complaint information are prevented from doing so.			

		Self Assessment score	
Accessibility		Yes = 1 No = 0	Evidence
<ul style="list-style-type: none"> • Arrangements are in place for a complainant to be seen in private when they call to a public office and complainants are informed that private interviews are available • Only staff with a direct business need to access customer complaints information can do so, restrictions are in place to prevent those staff who do not have a business need, from accessing a customer's complaints file 			
9	The organisation has assessed the standards of its complaints handling service against the requirements of the relevant Disability and Equality legislation.		
<ul style="list-style-type: none"> • The organisation has documented evidence of its assessment against the requirements of all relevant disability and equality legislation requirements 			
10	The organisation advertises access to the complaints procedure in general correspondence (for example newsletters, Council Tax bills and publicity material).		
<ul style="list-style-type: none"> • Evidence is available to show that the organisation advertises the CHP in its general correspondence with customers and within newsletters or other publicity material prepared by the organisation 			
11	The organisation works to raise awareness of the CHP.		
<ul style="list-style-type: none"> • The organisation has documented evidence of planning/implementation of a strategy for raising awareness of the complaints procedure and complaints outcomes that goes beyond the general access to complaints requirements to ensure customers are encouraged to make complaints 			
Accessibility score			

		Standard score	Self Assessment score
1	Organisational Culture	21	/21
2	Accessibility	11	/11
3	Process and Procedure	20	/20
4	Quality	08	/08
5	Learning from Complaints	16	/16
6	Complaints Handling Performance	09	/09
Total		85	/85