

Quality:

It is vital that responses to complaints are of a suitable quality and accuracy. The decision letter must include a full response to each issue complained of, be open and not defensive, demonstrate where appropriate the changes made as a result, apologise where appropriate and signpost the customer to the SPSO in every case.

		Self Assessment score	
	Quality	Yes = 1 No = 0	Evidence
1	The organisation quality assures complaints responses and ensure that complaints handling meets the standards of service expected by the organisation and the model CHP.		
	<ul style="list-style-type: none"> The organisation quality assures complaints handling against internally developed and agreed quality standards to ensure that complaints handling performance meets the standards of service expected of the organisation and to inform improvement in the way complaints are handled 		
2	The organisation has a process that provides assurance that the quality of decision making is based wholly on the evidence available and that it complies with the model CHP		
	<ul style="list-style-type: none"> A documented quality checking process is in place Records are available to validate the outcomes of quality checking The investigation of all complaints is through robust and proportionate. 		
3	There is a process in place to ensure that the organisation's response to a complaint addresses all points of the complainant's dissatisfaction.		
	<ul style="list-style-type: none"> The organisation can demonstrate, though internal quality checks that its response to the complaints following investigation addresses all areas of the complaint and explains the reasons for the decision. 		
4	The organisation can clearly demonstrate it has taken action to understand, from the customer's perspective, the issue(s) complained of and what the complainant would like as an outcome from the complaint, and its response to the complaint addresses all points of the complainant's dissatisfaction.		
	<ul style="list-style-type: none"> The organisation can demonstrate, though internal quality checks, that in line with the requirements of the CHP action has been taken and is documented in the complaints file to understand the complainant from the customer's perspective, the issue(s) complained of and what the complainant would like as an outcome The organisation can demonstrate, though internal quality checks that its response to complaints addresses all areas of the complaint and explains the reasons for the decision. 		

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5	The organisation's response to complaints is not defensive, rather it demonstrates that it welcomes complaints and understands the complainant's position.		
	<ul style="list-style-type: none"> The organisation can demonstrate, through internal quality checks, that it responds openly to complaints, acknowledging when things have gone wrong, apologising when appropriate and in a way that demonstrates a willingness to learn from the complaint Whether or not things have gone wrong, the response to the complaint (verbal or written) shows empathy and understanding of the customer's position and attempts to identify ways in which the relationship can be rebuilt or improved. 		
6	Personal contact is made with the complainant, where required, either through a phone call or meeting.		
	<ul style="list-style-type: none"> The organisation can demonstrate, through internal quality checks, that in line with the requirements of the CHP contact is made with the customer where appropriate to discuss why the customer is dissatisfied and what outcome they are looking for 		
7	The organisation can demonstrate that it has attempted resolve the complaint to the complainant's satisfaction where this is possible and appropriate.		
	<ul style="list-style-type: none"> The organisation can demonstrate, through internal quality checks that staff and management regularly speak to complainants in the course of handling their complaints to understand and try and resolve their dissatisfaction Where the organisation identifies a service failure and proposes to take action to resolve the service user's dissatisfaction, the correspondence include details of what will be done and when. Decision letters highlight any area of continuing disagreement and explain why the issue cannot be resolved to the customers satisfaction 		
8	The organisation ensures an effective approach to complaints file management.		
	<ul style="list-style-type: none"> The organisation ensure that a complaints file containing details of the complaint, all actions taken, evidence gathered, records interviews and witness statements is maintained. All documents within the file are logged and sourced. A closing summary of actions, recommendations and conclusions together with a copy of the decision letter is maintained. 		
Quality 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