

Excellence



## Person centred complaints resolution process self audit

Principle	Criteria	Assessment Indicator 1, 2, 3, 4	What supports your assessment?	Recommended actions for improvement	Action plan (Who, what & when)
<b>5. Excellence</b>	The complaints resolution process is part of a quality culture which sees complaints as an opportunity for improvement.				
5.1. Reporting results	Where appropriate you report the results of your complaints resolution process to the people who made the complaint, organisational staff and executive leadership group. <i>This should raise awareness of the complaint handling process and how complaints contribute to service improvement.</i>				
5.2. Continuous improvement	You generate regular reports about the effectiveness of the complaint resolution process against measurable objectives and where appropriate make recommendations for improvements to service delivery. This may also have implications for other areas such as staff development.				
5.2.1. Complaints data	Aggregated complaints information is regularly provided to those who can take operational and policy decisions on improving service. e.g. Boards of management				
5.2.2. Regular reviews	You conduct regular reviews of your complaints resolution process, including policy, procedures and guidelines, to determine how it is working. <i>These reviews include seeking the views of all stakeholders on how well the process is operating and how it could be improved.</i>				
5.2.3. Implementation plan	Following each review an implementation plan is developed, identifying what actions are to be taken, by whom and by when.				

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<b>5. Excellence</b>	The complaints resolution process is part of a quality culture which sees complaints as an opportunity for improvement.				
5.2.4. Audit and quality checks	Where possible your review process includes an audit or sample investigation of files to confirm the accuracy of information recorded on the complaints process.				
5.2.5. Organisational process improvements	Complaints data is regarded as an important source of information on service quality and informs systemic improvement of organisational policies and procedures.				
5.3. Strategy/governance	Complaints data and learnings are taken into account in corporate governance and strategic planning processes.				
5.4. Organisational culture	You have a complaints friendly culture which is grounded in a clear understanding that the future of your organisation depends on the people using your services being satisfied. <i>This means that people feel comfortable raising complaints as well as receiving them as stated in your Policy Statement.</i>				
5.5. Follow up	You follow up with people who made a complaint on their experience of your complaints process.				