

Complaints health check



How good are you at responding to complaints? Find out with our Complaints health check.

The process is very straight forward. We ask you to provide us with your policies, procedures, monitoring and reporting for complaints handling (including compensation). We'll review the documents and then come on site for a day to see how things work in practice.

This will include:

- Undertaking random case files and record checks
- Meeting individually with key people involved in complaints management such as the lead officer for complaints management
- Holding a focus group with a cross section of operational staff (and contractors) who have responsibility for responding to and dealing with complaints on a day to day basis
- Meeting with residents – usually a selection of your involved residents or perhaps a scrutiny group to hear their views.

We'll assess you against our toolkit and best practice. Our feedback will identify both strengths and areas for improvement as well as any recommendations.

To prepare we suggest you take a look at the toolkit beforehand and think about examples of recent complaint cases – both good and bad ones and the learning that has come out of them.

Once we get your documents the whole process could be completed within two weeks depending on how quickly you can arrange meetings for the on-site day. We'd talk you through the detail and deal with any queries you may have.

The work would be carried out by one of our team of Complaints Handling Experts.

**For further information please contact
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