

Pain Concern's Complaints and Compliments Policy

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Introduction

The purpose of the Complaints and Compliments policy is to listen to feedback from our service users, partner organisations, self-employed contractors and third parties about their experience of Pain Concern to promote the satisfaction with our services and to identify areas where services can be improved.

The aim of this policy is to ensure that all concerns and complaints are dealt with fairly, properly and quickly to ensure that learning from any complaint upheld in full or part is actioned appropriately, and all compliments are shared and celebrated.

What is a complaint?

A complaint is any expression of dissatisfaction with our services; whether justified or not; with a Pain Concern employee, volunteer or trustee, that relates to Pain Concern and that requires a formal response.

What is a compliment?

A compliment is an expression of praise or admiration. We would be delighted if you share any positive experiences you have had with our employees, volunteers and/or services. This feedback will be shared with our teams.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

How to complain or provide a compliment

Complaints and Compliments can be made verbally via the helpline, in writing to Pain Concern, 62-66 Newcraighall Road, Edinburgh EH15 3HS or by email: info@painconcern.org.uk

Stage One

All complaints received will be acknowledged in writing within 7 working days and a response within 21 working days. Attempts should be made by the line manager to resolve the complaint internally and respond to the complainant in writing within 21 working days of the complaint being received. The line manager should discuss the content with the relevant parties and considering the documentation available to address the complaint if necessary. They should then advise the complainant of the outcome of discussions and considerations, confirming this in writing and confirming any action to be taken, by whom and providing specified timescales.

If the complainant is dissatisfied with the response, they have 28 days to ask for the complaint and response to be reviewed (see stage 2)

Stage Two

If complainants are dissatisfied with their response, they can request that the complaint is reviewed at Board level.

At this stage, the complaint will be passed to the Board of Trustees. The request for Board level review should be acknowledged within seven working days of receiving it. The acknowledgement should say who will deal with the case and provide an outcome of the investigation within 21 working days.

If it is going to take longer to complete the investigation, a progress report will be sent with an indication of when a full reply can be expected.

The outcome of the investigation and a summary of findings and/or recommendations made, and any actions Pain Concern intends to take in respect of any part of the complaint that is upheld and shared with relevant parties.

The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

Complaints can be emailed to: trustees@painconcern.org.uk

External Stage

As Pain Concern is a Scottish registered charity, the complainant can complain to the Scottish Charity Regulator at any stage. Information about the kind of complaints the OSCR can involve itself in can be found on their website at: [OSCR | Raise a concern](#)

Please Note

Pain Concern will not consider complaints raised more than three months after the conclusion of the case or service received ends or from the period of time which the complaint relates to. Where circumstances have prevented a service user/party to the proceedings from raising their concerns within this timescale the Board of Trustees will be asked to apply discretion in deciding whether to accept these complaints.

Repeated complaints on the same issue will not be accepted.

Policy Date

This policy was agreed and disseminated on 19th July 2024 and will be reviewed annually or when there are substantial organisational changes.

Policy review date: 17/06/2024

Date of next review: 17/06/2025