PROCEDURE FOR
HANDLING COMPLAINTS
AGAINST
THE CHC BOARD,
COMMUNITY HEALTH COUNCILS, THEIR OFFICERS OR MEMBERS
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Introduction

The Board of Community Health Councils (CHC Board) and each Community Health Council (CHC) are committed to dealing effectively with any concerns or complaints you may have about our service, our officers or members. We will provide any service you’re entitled to which we have failed to deliver. If appropriate we will offer redress and apologise. We also aim to learn from our mistakes and use the information we gain to improve the service we provide.

What is a Complaint?

A complaint is:
- an expression of dissatisfaction or concern
- either written or spoken or made by some other communication method
- made by one or more members of the public
- about the Board of CHCs or a CHC’s action or lack of action or about the standard of service provided which requires a response

A ‘member of the public’ is defined as anyone in receipt of a service by the CHC Board or the CHC in question or, indeed, denied a service to which they are entitled – this can be an individual or a group of people.

In addition, a complaint includes an expression of dissatisfaction or a concern reported by a CHC member about the Board of CHCs, a fellow CHC Member, a CHC officer or a CHC.

A complaint is not:
- an initial request for a service, such as accessing Complaints Advocacy Service
- an appeal against a ‘properly made’ decision by the CHC Complaints Team
- a means to seek change to legislation or a ‘properly made’ policy decision
- a means for lobbying groups/organisations to seek to promote a cause
- a means of applying pressure to the CHC Board or the CHC in order to change a collective decision following a public exercise

A ‘properly made’ decision is one where the relevant laws, policies and procedures have been correctly followed in arriving at a decision.
The people who may put forward a concern

Any member of the public, including a child or CHC member, who has received, or was entitled to receive, a service from the CHC may make a complaint.

A concern can also be put forward by someone on behalf of another person, as follows: (a) someone who has died (b) a child (c) those who lack capacity (as defined by the Mental Capacity Act 2005 (d) they have been asked to do so by the person affected. In the case of (b), (c) and (d), the CHC must satisfy themselves, as far as the circumstances of the person affected allow for it, that the representative is acting with the authority of that person and if possible obtain their signature to confirm this.

In the event that a young person or child wishes to make a complaint, the CHC will provide them with such assistance that they may reasonably require in order to pursue the concern. This should include making the young person or child aware of the help that could be provided by Meic and the Children’s Commissioner for Wales (contact details are contained within APPENDIX A).

This procedure is not however a means for a member of staff to raise employment issues. There are other internal mechanisms for these type of concerns, for example, whistle blowing, bullying, or grievance procedures.

Time limit for reporting a complaint

Normally, we will only be able to look at your concerns if you tell us about them within 12 months of the date of the incident complained about. This is because it’s better to look into your concerns while the issues are still fresh in everyone’s mind. We may in exceptional cases be able to look at concerns which are brought to our attention later than this. However, you will have to give us strong reasons why you have not been able to bring it to our attention earlier and we will need to have sufficient information about the issue to allow us to consider it properly. If you’re expressing a concern on behalf of somebody else, we’ll need their agreement to you acting on their behalf. In any event we will not consider complaints about incidents or events that took place more than three years ago.
Complaints Process – three stage process

The process consists of three stages: **Stage 1**: an informal stage (where complaints are initially raised with the Chief Officer of the CHC about which you wish to complain or the Director of the CHC Board (Board Director) if the complaint involves a CHC member or officer whilst undertaking their role as a Board member, a CHC Chief Officer or member of Board Office Staff), **Stage 2**: a formal stage when a complaint is formally made in writing, and a **third stage** where the complaint is subject to independent external consideration.

If your concern involves the Board Director, your complaint should initially be raised with the Board Chair at Stage 1. When a complaint is formally made in writing at Stage 2 involving the Board Director, the complaint should be raised with Powys teaching Health Board’s Director for Workforce and Operational Development (APPENDIX B). As above, the third stage is where the complaint is subject to independent external consideration.
Stage 1 – Informal Resolution

If possible, we believe it’s best to deal with things straight away rather than try to sort them out later. If you have a concern, first raise it with the CHC Chief Officer. The contact details for each CHC Chief Officer can be found under APPENDIX B. He or she will try to resolve it for you there and then. If there are any lessons to learn from addressing your concern then the CHC Chief Officer will draw them to the Board Director’s attention. If the CHC Chief Officer can’t help, they will explain why and you can then ask for a formal investigation. If the complaint involves the CHC Board, a CHC Chief Officer or member of Board Office Staff you will need to raise your concerns with the Board Director. If there has been a failure to provide a service or if a service has not been provided to the standard expected, they will do their best to put matters right.

This stage offers informal engagement, to seek to resolve complaints either at the time the concern arises or very shortly thereafter. The first step will normally be an explanation or other appropriate remedial action by the CHC Chief Officer or Board Director, this will normally be in the form of a written letter to advise the complainant of the outcome and any action taken.

The central complaints handler should be a source of support for CHC staff in respect of local resolution.

The informal resolution stage should be done as quickly as possible and certainly take no longer than 10 working days. If it is not possible to resolve the concern within the relevant timescale, then the matter should be escalated to the formal investigation stage.

Complainants may wish their complaint to be ‘fast tracked’ straight through to formal internal investigation (Stage 2). This may particularly be so if there have been disagreements with CHC Chief Officer responsible for delivering the service or the Board Director. It is the complainant’s prerogative to seek to take their complaint directly to Stage 2 of the procedure and CHC staff should advise how they may do so.
Stage 2 – Formal internal investigation

If having given the CHC Chief Officer or Board Director the opportunity to address the complaint and the complainant remains dissatisfied, they can then submit a complaint to the central concerns team situated at the Board of CHC staff office. The Responsible Officer (the Board Director as defined in APPENDIX C) will determine what level of investigation will be needed.

If the complaint is about the Board Director, the complaint should be raised with Powys teaching Health Board’s Director for Workforce and Operational Planning. However if the Board Director has tried but failed to resolve the complaint at stage 1, the CHC Board Chair shall undertake the functions of the Responsible Officer.

How to express a concern or complain formally

You can express your concern in any of the following ways:

- You can ask for a copy of our form (APPENDIX D) from the person with whom you are already in contact. Tell them that you want us to deal with your concern formally
- You can get in touch with our central complaint contact point on telephone number – 029 2023 5558
- You can download the form on our website at www.communityhealthcouncils.org.uk
- You can e-mail us at complaintshandler@waleschc.org.uk
- You can write to us at:
  - 2nd Floor, 33-35 Cathedral Road
  - Cardiff
  - CF11 9HB

Dealing with your concern under Stage 2

Once we have received notification from you that you wish your concern to be dealt with by way of a formal internal investigation, we will formally acknowledge your concern within 5 working days and let you know how we intend to deal with it.
If we are unsuccessful at resolving your complaint through informal resolution (stage 1) or if you exercise your right to proceed directly to formal investigation:

- We will tell you who we have asked to look into your concern or complaint. If your concern is straightforward, the Responsible Officer (Director) will usually appoint one person from the Concerns Team (as defined in **APPENDIX C**) to investigate the complaint unless it is deemed appropriate to convene a full panel of the Concerns Team. In certain cases we may appoint an independent investigator.

- We will set out to you our understanding of your concerns and ask you to confirm that we’ve got it right. We’ll also ask you to tell us what outcome you’re hoping for.

- We will deal with all concerns in an open and honest way.

- We will make sure that no one is disadvantaged because they have expressed a concern or made a complaint.

- The person looking at your complaint will usually need to see the files we hold relevant to your complaint. If you don’t want this to happen, it’s important that you tell us. However, if you do not wish us to look at the files this will have an impact on our ability to carry out a thorough investigation.

- If there is a simple solution to your problem, we may ask you if you’re happy to accept this. For example, if your concern is regarding a member of staff and an apology is acceptable, we will offer an apology from the individual(s) concerned rather than investigate and produce a report.

- We will aim to resolve concerns as quickly as possible and expect to deal with the vast majority within **30 working days**.

If your complaint is more complex, the investigating Officer will:

- let you know within this time why they think it may take longer to investigate;
- tell you how long they expect it to take;
- let you know where they have reached with the investigation, and;
- give you regular updates, including telling you whether any developments might change the original estimate.
The person who is investigating your concerns will aim first to establish the facts. The extent of this investigation will depend on how complex and how serious the issues you have raised are. In complex cases, we will draw up an investigation plan. In most instances, we may ask to meet you to discuss your concerns. Occasionally, we might suggest mediation to try to resolve disputes. We’ll look at relevant evidence; this could include files, notes of conversations, letters, e-mails or whatever may be relevant to your particular concern. If necessary, we’ll talk to the staff or others involved and look at our policies and any legal entitlement and guidance.

Complaints Involving Other Legal or Disciplinary Proceedings

Occasionally, complaints received will involve legal or disciplinary proceedings. It may from time to time be necessary to put the investigation of a complaint “on hold” until the conclusion of those other proceedings.

Formal Internal Investigation

- The Stage 2 element of the complaints process is intended to be flexible to respond appropriately to the complaint. ‘Investigating well’ means conducting an investigation in a manner that is proportionate to the nature and degree of seriousness of the complaint. Proportionate means that for those complaints not so serious in their nature, the investigation may not need to be so detailed. The following sets out how a complaint should be dealt with at Stage 2.

- Stage 2 complaints should always be sent by the complainant to the central complaints handler. Any staff member who is not a central complaints handler receiving a complaint form should forward it promptly to the central complaints handler.

- Having formally received a complaint at Stage 2, as previously mentioned an acknowledgement should be sent by the central complaints handler as soon as is possible but within a maximum of 5 working days.

The Responsible Officer will appoint a member of the concerns team who should offer to discuss the matter with the complainant, including:
- helping the person who is complaining understand the process
- confirming with them their preferred method of communication and what they want as an outcome to making the complaint
- If the complainant is complaining on behalf of someone else, consideration will need to be given as to whether consent is needed to investigate the complaint

Having satisfied themselves that they sufficiently understand the details of the complaint, the concerns team should begin the process.

Having recorded the complaint on receipt, the central complaints handler should keep track of (and record) progress and take responsibility for monitoring the smooth running of the investigation, ensuring that timescales are met.

The stage 2 complaints process should normally be concluded **within 30 working days**. Where this is not possible complainants must be informed of the reasons and be agreeable to any extension. In any event, there should be regular contact with the complainant, updating them on progress on the case.

A complaint investigation should be a fact finding exercise which is open and transparent and proportionate to the seriousness of the complaint. For serious complaints, a plan needs to be drawn up enabling the complaint to be investigated systematically.

However, even though the complaint has reached the Formal Internal Stage (i.e. Stage 2), there may still be potential for resolving the concern to the complainant’s satisfaction through a ‘quick fix’ and without having to undertake a full and lengthy investigation. Consideration should be given to the possibility of this.

Consideration should also be given as to whether face to face meetings and/or mediation could be a means to resolving the complaint.

Where an investigation is withdrawn under the Policy for Handling Complainants exhibiting Unreasonable Behaviour (Appendix E) the investigation will continue despite the termination of contact with a complainant, unless there are justifiable reasons for the investigations to cease.
Evidence gathering can include:

- correspondence (letters and e-mails)
- notes of telephone conversations
- organisational policies and procedures
- good practice guidance
- records (including those specifically relating to the complaint under consideration and training records of staff involved in the complaint)
- legislation
- interviews (including detailed note taking)
- site plans and visits
- photographic evidence
- obtaining professional/expert advice
- training records of relevant staff

Recommendations arising from investigations should be Specific, Measurable, Achievable, Realistic and Timed (SMART).

**Outcome**

Once the investigation is complete, we'll explain how and why we came to our conclusions. If we find that we got it wrong, we'll tell you what happened and why. If we find there is a fault in our systems or the way we do things, we'll tell you what it is and how we plan to change things to stop it happening again. If we got it wrong, we will always apologise.

At the end of an investigation the Investigating Officer will produce a written response to the complainant and the Responsible Officer. The Chief Officer of the CHC being complained about (or where appropriate the Director), shall inform the person being complained about of the outcome and recommendations of the written response.

The response will take the form of a letter or, in more serious cases, a report.
Stage 3 – Independent external consideration

If the complainant is not satisfied with the internal investigation they should be informed of their right to refer their complaint for external consideration. Complainants, in the vast majority of cases, have the right to complain to the Public Services Ombudsman for Wales.

If we do not succeed in resolving your complaint, you may complain to the Public Services Ombudsman for Wales. The Ombudsman can look into your complaint if you believe that you personally, or the person on whose behalf you are complaining:

- have been treated unfairly or received a bad service through some failure on the part of the CHC providing it
- have been disadvantaged personally by maladministration or service failure

The Ombudsman expects you to bring your concerns to our attention first and to give us a chance to put things right. You can contact the Ombudsman by:

**Phone:** 0845 601 0987

**E-mail:** ask@ombudsman-wales.org.uk

**The website:** www.ombudsman-wales.org.uk

**Writing to:**

Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ
If your complaint relates to a failure to abide by the terms of our Welsh Language Scheme you may contact the Welsh Language Commissioner:

Welsh Language Commissioner
Market Chambers
5/7 St Mary Street
Cardiff CF10 1AT

Tel: +44(0)845 6033 221

Website: http://www.welshlanguagecommissioner.org

If your complaint relates to complaint about a data protection/freedom of information matter you may contact the Information Commissioner:

Information Commissioner’s Office – Wales
2nd Floor
Churchill House
Churchill Way
Cardiff
CF10 2HH

Telephone: 029 2067 8400
Fax: 029 2067 8399
Email: wales@ico.gsi.gov.uk
General Complaints Handling Principles

What we expect from you

In times of trouble or distress, some people may act out of character. There may have been upsetting or distressing circumstances leading up to a concern or a complaint. We do not view behaviour as unacceptable just because someone is forceful or determined. We accept that being persistent can be an advantage.

We believe that all complainants have the right to be heard, understood and respected. However, we also consider that our staff have the same rights. We, therefore, expect you to be polite and courteous in your dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence. We have a separate policy to manage situations where we find that someone’s actions are unacceptable. (As defined in APPENDIX E)

Further to this, we would ask you to be respectful of the timelines in place for dealing with your complaint, and we would expect you to respond to us in a reasonable and timely manner and certainly no longer than 30 days. Whilst we respect that complainants wish for their complaint to be dealt with in a timely manner we feel that our staff should be treated in the same manner.

Learning lessons

We take your concerns and complaints seriously and try to learn from any mistakes we’ve made. Our Board Chair and Director consider a summary of all complaints quarterly as well as details of any serious complaints. Our Board Chair and Director also consider our response to complaints at least twice a year. We will let you know when changes we’ve promised have been made.

Fair and Impartial

Concerns are dealt with in an open-minded and impartial way. Complainants are assured that making a complaint will not adversely affect their future dealings and contacts with the body concerned. Ensures that complainants get a full response and that decisions are proportionate, appropriate and a fair. The staff complained about are treated as fairly as the person making the complaint.
Timely, Effective and Consistent

Within the parameters of what is appropriate and possible, frontline staff themselves should seek to resolve complaints. If this is not appropriate or possible then the Chief Officer responsible for delivering the service in question shall attempt to resolve the complaint informally. However, if the matter involves the CHC Board, a CHC Chief Officer or member of Board Office Staff, you will need to complain to the Board Director. If there has been a failure or if a service has not been provided to the standard expected, they will do their best to put matters right.

Your complaint will be dealt with as quickly as possible. Complaints being dealt with by way of informal resolution should normally take no longer than 10 working days to resolve. It should normally take no longer than 30 working days from receipt at the Formal Stage 2 to resolution. If a complaint is more complex, complainants should be informed in writing by the investigating Officer why it may take longer to investigate and how long it is expected to take. Complainants and staff involved should be kept informed of progress throughout.
Support for young people and children

Meic

Meic is a new helpline service for children and young people up to the age of 25 in Wales. From finding out what's going on in your local area to help dealing with a tricky situation, Meic will listen when no-one else will. They'll give you quality information, useful advice and the support you need to make a change. Contact Meic in Welsh or English – it’s up to you! They are open 24hrs a day, 7 days a week. You can contact Meic by phone, email, SMS text and instant messaging. Meic is confidential, anonymous, free, and just for you.

Meic - information, advice and support for your life.

Phone: 080880 23456
SMS txt: 84001
IM/webchat: www.meicymru.org

Children’s Commissioner for Wales

Keith Towler is the Children’s Commissioner for Wales. Keith’s job is to stand up and speak out for children and young people. He works to make sure that children and young people are kept safe and that they know about and can access their rights.

Children & young people’s freephone number: 0808 801 1000

Or text 80 800 start your message with COM

Children's Commissioner for Wales

Oystermouth House
Phoenix Way
Llansamlet
Swansea
SA7 9FS
01792 765600

FAX: 01792 765601
post@childcomwales.org.uk

Children's Commissioner for Wales

Penrhos Manor
Oak Drive
Colwyn Bay
Conwy
LL29 7YW
01492 523333

FAX: 01492 523336
post@childcomwales.org.uk
Useful contact details

Board of Community Health Councils in Wales Staff Office
Responsible Officer (Acting Director): Mrs Cathy O’Sullivan
33-35 Cathedral Road
Cardiff CF11 9HB
Tel: 0845 644 7814 / 02920 235558
E-mail: cosullivan@waleschc.org.uk

Board of Community Health Councils in Wales
Board Chair: Dr John Morgan
33-35 Cathedral Road
Cardiff CF11 9HB
Tel: 0845 644 7814 / 02920 235558
E-mail: chair@waleschc.org.uk

Abertawe Bro Morgannwg CHC
Chief Officer: Mr Phil Williams
First Floor
Cimla Hospital
Neath SA11 3SU
Tel: 01639 683490
E-mail: phil.williams@abmchc.org.uk

Aneurin Bevan CHC
Chief Officer: Mrs Cathy O’Sullivan
Raglan House
Llantrarnam Business Park
Cwmbran NP44 3BD
Tel: 01633 838516 Fax: 01633 484623
E-mail: cosullivan@abchc.org.uk

Betsi Cadwaladr CHC
Chief Officer: Mr Geoff Ryall-Harvey
Arran House, Arran Road,
Dolgellau, LL40 1HV
Tel: 01341 422236 Fax: 01341 422897
E-mail: geoff.ryall-harvey@bcchc.org.uk

Brecknock & Radnor CHC
Chief Officer: Mr J. David Adams
Neuadd Brycheiniog
Cambrian Way
Brecon Powys LD3 7HR
Tel: 01874 624206 Fax: 01874 611602
E-mail: david.adams@breconchc.org.uk

Cardiff & Vale of Glamorgan CHC
Chief Officer: Mr Steve Allen
Park House
Greyfriars Road
Cardiff CF10 3AF
Tel: 02920 377407 Fax: 02920 665470
E-mail: chief.officer@cavogchc.org.uk

Cwm Taf CHC
Chief Officer: Dr Paul Worthington
Unit 10 Maritime Offices
Woodland Terrace, Maes-y-Coed
Pontypridd CF37 1DZ
Tel: 01443 405830 Fax: 01443 485988
E-mail: paul.worthington@cwmtafchc.org.uk

Hywel Dda CHC
Chief Officer: Mr Ashley Warlow
Suite 1, Cedar Court
Havens Head Business Park, Milford Haven
Pembrokeshire SA73 3LS
Tel: 01646 697610 Fax: 01646 697256
E-mail: ashley.warlow@chc-wales.org.uk

Montgomery CHC
Chief Officer: Mr J. David Adams
Ladywell House
Newtown SY16 1JB
Tel: 01686 627632 Fax: 01686 629091
E-mail: david.adams@montchc.org.uk

Powys teaching Health Board
Director of Workforce and Operational Development
Mansion House
Bronllys Hospital
Brecon
Powys LD3 0LS
Tel: 01874 712652
Roles

The Director of the Board of Community Health Councils (CHC Board) should ensure that the policy is adopted and in place. Only in instances where a CHC member or officer whilst undertaking their role as a Board member, a CHC Chief Officer or a member of Board Office Staff is the person being complained about, will it then be the Director’s responsibility to investigate at stage one. However, the Director and Chair should receive reports on the number and type of complaints received, their outcomes and any remedial action taken as a consequence.

Responsible Officer
This is the Board Director, who will appoint an appropriate person to investigate a complaint.

The Concerns Team
Should consist of a Chief Officer and/or Deputy Chief Officer and two members (excluding those from the CHC to which the complaint has originated from). The Director will appoint one person from the concerns team to investigate the complaint unless it is deemed appropriate by the Director to convene a full panel of the Concerns Team.

In the event of a complaint against a member of staff, the HR Manager of Powys Local Health Board may be required to be part of the concerns team.

The Central Complaints Handler
The CHC has a small team situated at the Board Office responsible for coordinating responses to all complaints which are not resolved at the informal stage. For ease of reference throughout this document, this role is described as the ‘central complaints handler’.

An Independent Person
It may be that for some investigations, it is considered appropriate to include the involvement of an independent person in the Stage 2 investigation. It will be the responsibility of the central complaints handler to ensure that the organisation has a pool of suitable people to call upon as required.
**Member of Board Office Staff**
A small team of staff who support the Board of CHCs in Wales (CHC Board) perform and exercise its functions.

**CHC Board**
With effect from the 1 April 2010 the CHC Board is comprised of 12 Board members:
- Eight CHC Chairs
- One Staff Representative (appointed by CHC Staff)
- Board Director
- Board Chair (appointed by CHC members)
- Board Vice-Chair (appointed by CHC members)
APPENDIX D

Community Health Council Concern/Complaint form

A: your details

<table>
<thead>
<tr>
<th>Surname</th>
<th>Forename</th>
<th>Title: Mr/Mrs/Miss/Ms/if other please state:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Address and postcode:

Your e-mail address

Daytime contact phone number

Mobile number

Please state how you would prefer to be contacted:

---------------------------------------------------------

Your requirements: if our usual way of dealing with complaints make it difficult for you to use our service, for example if English or Welsh is not your first language or you need to engage with us in a particular way, please tell us so that we can discuss how we might help you.

The person who experienced the problem should normally fill in this form. If you are filling this in on behalf of someone else, please fill in section B.

B: Making a complaint on behalf of someone else: Their details

<table>
<thead>
<tr>
<th>Their name in full</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Address and postcode:

What is your relationship to them

Why are you making a complaint on their behalf?
C: About your concerns/complaint (please continue your answers to the following questions on a separate sheet(s) if necessary)

C.1) Name of the CHC/person you are complaining about:
_________________________________________________________________

C.2) What do you think they did wrong or failed to do?
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________

C.3) Describe how you personally suffered or have been affected.
_________________________________________________________________

C.4) What outcome are you looking for?
_________________________________________________________________

C.5) When did you first become aware of the problem?
_________________________________________________________________

C.6) Have you already put your concerns to the CHC Chief Officer or Board Director? if so, please give brief details of how and when you did so.
_________________________________________________________________

C.7) It is more than 12 months since you became first aware of the problem, please give the reason why you have not complained before now.
_________________________________________________________________

If you have any documents to support your concern/complaint, please attach them with this form.

Signature: ___________________________ Date: ______________________

When you have completed this form, please send it to:

Central Complaints Handler, 33-35 Cathedral Road, Cardiff, CF11 9HB

e-mail: complaintshandler@waleshc.org.uk
APPENDIX E

Policy for Handling Complainants exhibiting Unreasonable Behaviour

The CHC considers the following criteria to be unreasonable behaviour:

- Change the substance of a complaint or continually raise new issues or seek to prolong contact by continually raising further concerns or questions upon receipt of a response whilst the complaint is being addressed
- Do not clearly identify the precise issues which they wish to be investigated, despite reasonable efforts of staff and where the concerns identified are not within the remit of the CHC to investigate.
- Have threatened or used actual physical violence towards staff or their families or associates at any time.
- Have in the course of addressing a complaint, had an excessive number of contacts with the CHC placing unreasonable demands on staff. (A contact may be in person or by telephone, letter, fax or email. Discretion must be used in determining the precise number of “excessive contacts” applicable under this section, using judgement based on the specific circumstances of each individual case).
- Have harassed or been personally abusive or verbally aggressive (by phone, letter, fax, email or in person) on more than one occasion towards staff dealing with their complaint or their families or associates or those involved in the complaint.
- Are known to have recorded meetings of face to face / telephone conversations without the prior knowledge and consent of the parties involved.

This is not an extensive list, and the Responsible Officer reserves the right to withdraw an investigation if he/she feels the complainant exhibits any unreasonable behaviour.
In instances where the complainant has demonstrated such behaviour, the Responsible Officer will contact the complainant and inform them in writing that the Investigation will be withdrawn clearly explaining the reasoning behind this decision. However, the complainant reserves the right to raise their concerns with the Public Services Ombudsman for Wales. This correspondence may be copied for information of others already involved in the complaint. A record must be kept for future reference of the reasons why a complainant has been classified under this policy.

The CHC reserves the right to decline any further contact with the individual(s).