



Complaints and Compliments

Procedure

This, and all other policies and procedures, apply to all members of the P3 Charity.

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1. **INTRODUCTION**

This procedure details P3's approach to complaints and compliments.

2. **SCOPE**

This procedure has been developed in partnership with the people we work alongside.

The procedure applies to complaints, comments and compliments relating to all P3 services. There are exceptions as detailed below:

- Complaints from colleagues about personnel matters, which are dealt with through the Grievance procedure;
- Complaints about anti-social behaviour or neighbour nuisance, which are dealt with through P3 Group's Anti-Social Behaviour procedure.

3. OVERVIEW

All P3 services adopt the complaints procedure. We believe that it is essential that all of the people we work alongside, stakeholders and third parties know how to make a complaint.

- The people we work alongside should be given a copy of the complaints leaflet when they access the service.
- The people we work alongside should be made aware of this procedure documentation and provided with a copy if requested.
- The people we work alongside should be given the opportunity to attend the complaints awareness training facilitated by the People Shaping P3 team.
- When a person makes a complaint, they will receive an acknowledgement letter with a copy of this procedure and the complaints flowchart. They will be updated within the appropriate timescales on the progress of their complaint.
- The people we work alongside have the right to advocacy should they require additional support.
- The people we work alongside will be informed and supported should they wish to appeal or should they be dissatisfied with the outcome of their complaint.

P3 will manage and respond to people's complaints in a consistent and professional manner.

All complaints must be logged on our complaint's online log. All feedback is regularly monitored, and complaints are included. The feedback around complaints is discussed quarterly by P3's Executive Leadership Team (ELT) and Senior Leadership Team (SLT). Only by reviewing feedback can we improve what we do.

4. MAKING A COMPLAINT

Complaints can be made in the following ways:

- Complaints Form;
- In person;
- Letter;
- Telephone; or
- Email.

Ideally, a complaint will be made **within six weeks** of the occurrence of the incident. Complaints may be made after a longer period of time has passed, however the longer the timeframe the harder it may be to establish the facts and gather a full picture of the events in order to resolve the complaint satisfactorily.

This information is then collated into a monthly Operations Report for the Chief Operating Officer.

5. DATA PROTECTION

When responding to complaints from people we work alongside, stakeholders, and third parties, consideration must be given to the data rights of individuals and the appropriateness of sharing commercially sensitive information.

All information sharing that takes place in P3's response to complaints will follow the principles stated in P3's GDPR policy and the processes detailed in P3's Confidentiality and Information Handling Procedure.

All complaints from people we work alongside, stakeholders, and third parties will follow the stages laid out in steps 6-8.

6. COMPLAINTS STAGE 1 – INFORMAL RESOLUTION

P3 works hard to maintain positive relationships with people we work alongside, stakeholders, and third parties and the effective handling of complaints is an important part of this approach.

P3 sees complaints as an opportunity to improve its services and practices and rectify issues at an early stage.

P3 will endeavour to resolve any issues informally in the first instance within five working days, but if it is necessary to escalate the issue, complainants are encouraged to put their complaint in writing, and include all relevant details.

The recipient of the complaint needs to establish whether a complaint is being made or just a comment. More often than not a complaint can be informally resolved to the satisfaction of the complainant. We will work to resolve all informal complaints within five working days.

No staff member subject to a complaint will be part of any investigations.

A meeting will be set with the manager of the relevant service/department and any other parties involved.

A record will be made of the meeting, held in the appropriate file, and must be logged within our internal log to ensure we can monitor any trends.

If the complainant after discussing the matter with a colleague, feels satisfied, the complaint will be resolved.

7. COMPLAINTS STAGE 2 – FORMAL RESOLUTION

If the complaint is not resolved at Stage 1, it will be treated as a formal complaint (stage 2).

The complaint will be acknowledged in writing or verbally, dependent on the individual's needs, **within three working days** subject to manager availability.

A Senior Manager will appoint an investigating officer to fully investigate the complaint and maintain oversight of the complaint and its investigation.

For all young person's accommodation services, the Registered Service Manager will be involved in supporting the complaints process.

A written response will be sent to the complainant **within 20 working days** from the date of the acknowledgement letter / verbal acknowledgement. There may be occasions when due to the complexity of the investigation, the investigating officer needs to extend the response time. If this is the case, written confirmation will be sent to the complainant by the investigation officer. An extension of one calendar month may be made in the first instance. If response to the complaint is not possible within the timescales of this extension, a further extension must be agreed with senior management and the complainant notified of the extension as soon as possible.

Areas to consider for managers within the written response are a summary of the complaint, an outline of the findings, and lessons learned.

Further to this, an internal investigation report will include a summary of the complaint, lessons learnt recommendations for improvements to services in the light of the complaint, for consideration by line managers.

The complaints online log must be updated. This is accessed from the P3 Hub <https://p3charitygroup.sharepoint.com/sites/ServicesandTeams/SitePages/Complaints.aspx> for all desktop users.

Under the section 'My Logged Complaints' click the link below the dialog box to 'Request Access'. Once this has been organised by IT you will be able to record, view and update any ongoing complaints on an ongoing basis.

8. COMPLAINTS STAGE 3 – APPEALS

Appeals against the response received at Stage 2 need to be made **within 14 working days** of receipt of the written response. The Chief Operating Officer or nominee will acknowledge receipt of the appeal and inform the complainant who has been appointed to review the appeal.

A response will be given to the complainant in writing **within 28 days**. All parties will receive a copy of the written response.

The complainant has the right to independent advice from an outside source at any stage.

If the use of P3's procedure and other appropriate procedures (listed above) does not resolve the matter the complainant would need to seek external advice on the specific case.

The complaints online log must be updated. This is accessed from the P3 hub for all desktop users: <https://p3charitygroup.sharepoint.com/sites/ServicesandTeams/SitePages/Complaints.aspx>

Go to 'My Logged Complaints' and update the status of the complaint, adding the appropriate detail.

9. GUIDELINES FOR INVESTIGATING OFFICERS

Each complaint must be thoroughly investigated.

It is useful to clarify with the complainant the outcome the person is looking for and check that the matter relates directly to P3's services.

If the original timescales cannot be met for any reason, then a new timescale must be established with the complainant, and all interested parties informed of the revisions. An initial extension may not exceed one calendar month.

The Investigating Officer will have access to internal records pertinent to the investigation.

A complainant may be accompanied by an advocate or supporter.

A brief summary, together with the Investigating Officer's conclusions, must be prepared. This will include the evidence collated by the Investigating Officer, this will form the investigation report to be submitted to the appropriate line manager and senior manager.

Any complaint which may lead to a claim on P3's insurance must be reported to the insurance company and referred to the Head of Governance and Chief Operating Officer. The advice of the insurers will be sought before a response to the complaint is made. Any legal matter involving legal action against P3 must be referred to a member of ELT.

10. THE COMPLAINTS RECORDING LOG

All complaints received are given a unique reference number on our complaints log.

This log is held centrally within the internal log and records all complaints, formal and informal and their outcome.

Managers will monitor this log when collecting quarterly information.

All complaints, verbal or written, formal or informal must be recorded in this log at the time of receipt. The log entry should document the complaint in full.

Outcomes and any changes to working practice will be written in as soon as an investigation is completed.

The Complaints Log can be accessed from the P3 hub:

<https://p3charitygroup.sharepoint.com/sites/ServicesandTeams/SitePages/Complaints.aspx>

11. RELATED DOCUMENTS

- Grievance Procedure.
- Anti-Social Behaviour Procedure.
- Confidentiality and Information Sharing Procedure.

12. OFSTED REGULATION STANDARDS

This procedure is aligned with the Ofsted Guide to Supported Accommodation Standards and Quality Standards 2023. The Regulations Standards relating to this policy are:

- Complaints (Regulation 31).

13. DOCUMENT CONTROL

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