



Skylight Psychiatry

Autism, ADHD and Mental Health Specialists

Management of Complaints and Compliments Policy and Procedure

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Skylight Psychiatry Ltd is trading as **Skylight Psychiatry**

Introduction

Skylight Psychiatry recognises that patients, families, carers and staff may at times be dissatisfied with aspects of care or service. We are committed to resolving concerns quickly, fairly and openly, in line with our duty of candour and regulatory obligations.

Compliments are also valued as they help us celebrate good practice and encourage staff.

This policy sets out how concerns, complaints and compliments are managed.

Policy Statement

- All concerns and complaints will be taken seriously, investigated promptly and handled fairly.
- Staff will support anyone wishing to raise a concern or complaint, making reasonable adjustments where required.
- Feedback is used to improve services and learning will be shared across the organisation.
- Skylight Psychiatry follows requirements under the Health and Social Care Act 2008, NHS Complaints Regulations 2009, Data Protection Act 2018, ISCAS guidance and CQC standards.

How to Provide Feedback

We know that giving feedback or making a complaint can sometimes feel stressful.

We will always treat you with respect, make reasonable adjustments, and support you in sharing your views in a way that works best for you.

Feedback can be given:

- Verbally or in writing to any staff member.
- By email to help@skylightpsychiatry.co.uk.
- By post to the Registered Manager.

Where a complaint cannot be put in writing, staff will help record it.

Comments made on social media will not be treated as formal complaints unless raised directly with us.

Information is available in accessible formats and languages on request.

Compliments

- Written compliments will be logged and shared with relevant staff.
- Verbal compliments may also be recorded where possible.
- Acknowledgement is optional but encouraged.

Concerns

- Many issues can be resolved immediately through explanation, advice or apology.
- Staff should feel empowered to resolve concerns at first contact where safe and appropriate.
- All concerns must be recorded on the incident management system, including action taken.
- If unresolved, concerns will be escalated to a member of senior management and may become a formal complaint.

Complaints Process

Stage 1 – Formal Complaint

Raising a complaint will not affect your ongoing care with Skylight Psychiatry. If you find writing difficult, staff can help you record your complaint, or you can ask an advocate, family member or friend to raise it on your behalf. If you prefer short written responses, or step-by-step explanations, please let us know and we will adjust our communication.

- All complaints are logged and acknowledged within 3 working days
- Consent will be obtained to investigate where required
- A Lead Investigator will be appointed
- A full written response will normally be provided within 28 working days, and no later than 40 working days in complex cases. If this is not possible, an update will be given within 20 working days and revised timescales provided.

Investigations may include:

- Contacting the complainant to confirm issues and desired outcomes.
- Reviewing records and staff accounts.
- Identifying any service shortfalls and actions required.
- Providing an apology and, where appropriate, a gesture of goodwill or refund.

Investigations will be proportionate to the issues raised. For example, if a complaint relates to a single interaction or piece of correspondence, the investigation will focus on that area and will not routinely involve reviewing the person's entire care record. Access to records will only be used where relevant to the complaint.

The written response will:

- Summarise how the complaint was considered.
- State whether it is upheld in full, in part, or not upheld, if appropriate
- Describe actions taken or planned.
- Explain options for appeal.

Stage 2 – Internal Appeal

- If unsatisfied, the complainant may request an appeal to the Senior Management Team.
- An independent investigator (not involved in the original care) will review the case.
- Appeal outcomes will normally be provided within 20 working days.
- A written outcome will be provided and recorded on the incident management system.

Stage 3 – Independent Review

- Private patients may refer complaints to the Independent Sector Complaints Adjudication Service (ISCAS): <https://iscas.cedr.com>
- NHS-funded patients may contact the Parliamentary and Health Service Ombudsman (PHSO): 0345 015 4033.

The CQC does not investigate individual complaints, but welcomes feedback about care: (enquiries@cqc.org.uk / 03000 616161).

Monitoring and Learning

- Complaints and concerns are reviewed through the incident management system.
- Themes and lessons learned are shared with the Senior Management Team and cascaded to staff as relevant to their practice.
- Issues arising from complaints are a standing agenda item at monthly management meetings.

Unreasonable Behaviour

Most complainants act reasonably, but occasionally behaviour may become abusive, persistent or vexatious. In such cases Skylight Psychiatry may:

- Restrict contact to a single communication channel.
- End further correspondence once all reasonable responses have been given.
- Refer serious threats or harassment to legal services or the police.

All such decisions will be authorised by the Registered Manager or Senior Management Team and communicated in writing to the complainant.

Support for Staff

Complaints can be stressful for staff. Managers will provide support and maintain confidentiality. Reviews are conducted within a learning culture, not one of blame.

Records Management

We recognise that some people may write at length or send multiple emails when distressed. We will focus on the key issues raised, so you do not need to worry about condensing your concerns.

In line with data protection principles, only the information necessary to investigate and resolve a complaint will be accessed or stored. Whole care records will not be routinely reviewed unless relevant to the complaint.

- All complaints and compliments are logged on the incident management system.
- Records are retained securely in line with the NHS. Records Management Code of Practice.
- Feedback does not require storage in the patient's care record unless it is relevant to the patient's care.

Related Policies

- Duty of Candour
- Safeguarding Adults and Children
- Whistleblowing
- Grievance
- Information Governance & Record Keeping