



Complaints Policy

1. Policy Statement

- 1.1. Tŷ Hafan provides free specialist palliative care services to eligible children in Wales and supports their families during life, at end of life and through bereavement. To provide free care and support the Charity raises funds through its fundraising activity, lottery and retail operations.
- 1.2. Tŷ Hafan is committed to providing high standards of service in all its charitable activities, to continuously improve the standards of the service it offers in line with regulatory best practice and to comply with the law. However, it recognises that there may be times when its services may not live up to expectation and you may wish to feedback a concern, or make a complaint.
- 1.3. Tŷ Hafan takes all feedback seriously and aims to deal with complaints fairly, to communicate the outcome of investigations in a timely manner and to act on lessons learned.
- 1.4. The sooner a complaint is raised, the earlier a resolution can be reached. Tŷ Hafan aims to resolve any issues within five working days, or notify the complainant within two working days, if it is likely that further investigation is required. We will review all feedback positively. It provides an opportunity to make improvements and learn from mistakes.

2. Scope

- 2.1. This policy covers complaints relating to all Tŷ Hafan's services, systems and procedures as well as individuals, who volunteer or work for us. This does not cover complaints raised by volunteers or employees, however. THPOL02 Volunteer Complaints Policy details how complaints from volunteers are handled. THPOL07 Whistleblowing Policy and THPOL29 Grievance Policy detail how complaints from employees are handled.

3. Definitions

- 3.1. For the purpose of this policy, a complaint is an expression of dissatisfaction; however it is made, about the standard of service, a system, policy, procedure or actions, or lack of action, by Tŷ Hafan, its employees, its trustees, or its volunteers.

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- 3.2. A concern relates to any aspect of the service which has the potential to cause trouble, worry or disquiet, but which may or may not lead to a complaint.
- 3.3. Under the Gambling Licence Conditions Code of Practice, if a complaint relates to the outcome of a gambling transaction, it is to be considered a dispute.

4. Policy framework

4.1 The main principles of this policy are to:

- Provide an effective means for raising any issues if you are dissatisfied with any aspect of Tŷ Hafan’s provision of, or failure to provide, a service.
- Endeavour to resolve any complaints within defined timescales in accordance with the appropriate procedure, or notify the complainant if this is not possible, explaining why.
- Ensure that complaints are dealt with in a courteous and efficient manner and are resolved by the most appropriate person without undue delay, and at the most appropriate level in the organisation.
- Provide complainants with a formal method of challenging decisions made by Tŷ Hafan in response to their complaint.
- Learn from the findings and outcomes of individual complaint investigations to prevent similar incidents re-occurring.
- Obtain information about concerns regarding Tŷ Hafan’s service, to inform future policy and service planning, in order to improve service delivery.
- Maintain records of complaints for reporting to and inspection by Tŷ Hafan’s regulators.
- Ensure all information is accurate, up to date and secure, held with the individual’s permission and recorded for the purpose of monitoring and analysis.

5. Responsibilities and contacts

Tŷ Hafan has three designated Complaints Officers who will be responsible for overseeing the complaints procedure, collating information and reporting for monitoring purposes.

Director of Care	029 2053 2200
Director of Finance and Corporate Services	029 2053 2265
Director of Income Generation	029 2053 2281
Address:	Tŷ Hafan, Hayes Road, Sully CF64 5XX
Fax:	029 2053 2821
Email:	complaints@tyhafan.org

6. Procedure

6.1. This Complaints Policy will be used in conjunction with THPRO54 Complaints Procedure and in compliance with related policies.

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7. Timescales for making a complaint

- 7.1. It is important to make a complaint as soon as possible after the problem arises. Tŷ Hafan will usually only investigate complaints that are made within six months of the event or incident taking place, unless there are exceptional circumstances, which may be taken into account by the Complaints Officer.

8. Training

- 8.1. All employees receive training in accessing policies and procedures and are expected to review and understand how they are implemented. This will be monitored via annual appraisal.
- 8.2. To ensure employees follow the most up to date guidance, this policy is not approved for printing.

9. Communication and information

- 9.1. Leaflets outlining the procedure for raising a concern, or making a complaint are available in the hospice and offices. The Complaints Policy is published on [Tŷ Hafan's website](#) and summarised in the Charity's Statement of Purpose and Patients' Guide. Tŷ Hafan actively welcomes all feedback <https://www.tyhafan.org/contact-us/>.
- 9.2. Complaints Officers will ensure that regular and timely communication is made with you until issues are resolved reasonably and satisfactorily. If you are not entirely satisfied with the final outcome of the complaints process, you may wish to address your complaint to the Public Services Ombudsman for Wales, or the Charity's regulators.

10. Compliance with statutory regulations

- National Minimum Standards for Independent Health Care Services in Wales 2011 Standard 25 Workforce Recruitment and Employment Practices
- The Independent Health Care (Wales) Regulations 2011, in particular Regulations 9, 19, 21, 23, 24
- Gambling Licence Conditions Code of Practice

Fundraising Regulator Code of Best Practice

- Code of Fundraising Practice

11. Related policies and procedures

THPRO54 Complaints Procedures
All related policies and procedures

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