

**WRITTEN QUESTIONS TO THE PRESIDENT OF THE HEALTH AND SOCIAL SERVICES  
COMMITTEE BY DEPUTY R.G. LE HERISSIER OF ST. SAVIOUR**

**ANSWER TO BE TABLED ON 6th JULY 2004**

**Question 1**

What is the policy for dealing with formal complaints in respect of the Committee's services?

**Answer**

The policy for dealing with complaints is –

Health and Social Services policy entitled 'Service User Comment and Complaint Policy and Procedure'.

This is a comprehensive policy which provides guidance on roles and responsibilities to Health and Social Services employees in regard to the complaints pathway. Its aims are –

- (i) To ensure easier and simple patient access to the complaints pathway. (A patient information leaflet is available to be used as an adjunct to the policy.)
- (ii) To ensure that complaints processes are fair, impartial and consistent throughout the organisation.
- (iii) To ensure that complaints are resolved quickly.
- (iv) To ensure that effective improvements can be made within the organisation in response to the outcomes (or 'lessons learnt') of complaints.

**Question 2**

What time limits are placed upon the investigation and resolution of such complaints?

**Answer**

The time limits will depend on the nature of the complaint, that is –

Verbal complaints must be dealt with either on the spot or within two working days.

Written complaints require an acknowledgement of receipt within two working days. Health and Social Services will then endeavour to provide the complainant with a full formal written response within twenty working days.

If a complainant is dissatisfied with the response, he/she may write to the Directorate Manager to request a review. This request will be acknowledged within two working days of receipt. The Chief Executive and a nominated member of the Health and Social Services Committee will review the complaint and provide the complainant with a formal written response within two months.