

Feedback/Complaints Handling Mandatory Procedures - Oct 2012

To be read and used in conjunction with OGB's Complaints Policy and Feedback and Complaints Handling Guidance.

Commit to complaints handling mechanism	Make feedback and complaints handling mechanisms appropriate and functional. Consult on how this is best done locally, make decisions, identify gaps in skills, communicate decisions. Complaints Policy available to ALL, Guidance docs widely circulated. Clear communications to partners and key stakeholders.
Receive, record, acknowledge	Designated staff receive, record and acknowledge ALL feedback and complaints using register, complainant receives acknowledgement slip and copy of policy and a brief explanation of what happens next - who, dates, etc.
Assess	Designated staff member processes complaint as per protocol - ask line manager if unsure. Complaints assessed as being informal, formal or needing to be referred internally or externally. All assessment decisions registered.
Action	(1) Informal complaint - pass to relevant staff member - resolve immediately - registered - case closed; (2) formal complaint - CD nominates a Complaint Manager (CM) - refer to Feedback and Complaints Handling Guidance for next steps (3) referral - CD refers to appropriate party ¹ - registered - case closed.
*Investigate	CM opens Complaints Handling Form (CHF), plans and carries out investigation, reports (including recommendations) to CD. Register updated, CHF annexed.
*Remedy	CD to decide remedy and apply remedy (or inform complainant of right to appeal – separate process, contact OGB's Legal Advisor for advice)
*Learning	It is likely/important that handling and resolving a formal complaint will entail the need to change the way we do things. Some kind of learning 'event', however simple, should be held and documented in the CHF, along with the outcome or commitments made.
*Close case	CHF completed, plan for lessons learned to be incorporated/systems changed, register updated, CHF reported up the line as part of standard reporting procedures. (If appeal in process this stage might take some time to actually happen.)
Reporting	Report generated from the register once a quarter, analysed by/for CD, analysis into QMR. Any relevant CHF attached/annexed. Where risk to the organisation is a possibility CD to judge whether to report sooner/more frequently.
Organisational learning	CD responsible for processing and acting on any learning necessary at country level. RDs/RPMs responsible for collation and action at regional level. Deputy ID to maintain overview, understand and act on trends and ensure consistency in approach. Globally a 6-mthly learning meeting will review ALL complaints and associated learning across the organisation, reports to council.

* Denotes only necessary for formal complaints handling.

¹ See guidelines