The complaints management process



The above diagram sets out the steps involved in the complaints management process, from developing and documenting a policy and procedures, to investigating and reviewing the handling of a complaint.

1. **Develop, document and communicate** the complaints policy and procedures. Make sure stakeholders are involved in the development of the policy, and it is understood by clients, staff and other stakeholders.
2. **Receive** the complaint, listen to the complainant, clarify the issue/s and find out their desired outcome.
3. **Acknowledge** the complaint and inform the complainant of how you will proceed.
4. **Assess** the risk, priority level, and complainant’s desired outcome.
5. **Plan (if required)** what information is needed for the investigation and how it will be obtained.
6. **Investigate (if required)** the complaint, ensuring it is impartial, confidential and transparent.
7. **Respond** to the complaint, explaining how you made the decision, and agree on a response with the complainant.
8. **Follow up** with the complainant, see if they are satisfied with the response, and if not, refer them to the relevant external body for further support or investigation.
9. **Keep records** in a secure and confidential location, for the specified retention period.
10. **Review** data from complaints and analyse how the system could be improved.