

PSDP – Compliments, Concerns and Complaints (CCC)

We hope there will be more Compliments than Concerns or Complaints around the PSDP and its delivery. However we acknowledge that there is room for continuous improvement so we want participants, their employers, facilitators and all partners to express any complaints and concerns and of course compliments where appropriate. We acknowledge at times there will be feedback outside of the usual channels (see below) and we will log this as appropriate.

Currently there are various channels for feedback to be shared with the PSDP teams. Participants complete evaluation sheets at the end of each face to face teaching 'block' – Day 2, Day 4 and Day 5. Similarly facilitators also complete evaluation sheets. Where sessions have been observed by a member of the PSDP delivery team or as part of peer observation, feedback is also collated and further discussion is held at the facilitator Community of Practice meetings. Additionally there are 3 PSDP email addresses shared with participants and partners. These are PSDP@rip.org.uk ; PSDPadmin@rip.org.uk and PSDPevents@rip.org.uk .

The PSDP team routinely review and reflect on this feedback and respond directly where necessary and in some instances indirectly e.g. by sharing positive feedback with team members and facilitators, reviewing and updating materials, programme timings, communications.

This framework applies outside of the existing feedback routes mentioned above. A compliment, concern or complaint may be sent to any of the email addresses. It should be labelled clearly in the subject header of the email. A matter may also be raised by phoning 01803 847200.

Our focus is on a positive experience for all concerned.

We aim to:

- Look into and respond in a timely manner
- Make changes where necessary and appropriate and within our control
- Learn from the feedback

Our definitions:

- Complaint: An expression of dissatisfaction on the standard of the PSDP and related activities requiring a formal response.
- Concern: An expression of something that may not be working well and could be improved raised for PSDP consideration and may or may not require a formal/informal response.
- Compliment: An expression of something that has gone particularly well.
- Feedback: A communication that expresses some constructive positive comments and potentially some areas of improvement and not specifically concerns or complaints.

The above relate to behaviours and attitudes experienced within the PSDP and partner delivery teams.

We will:

- Consider the elements presented to us
- Direct to the most appropriate person in the Operations Management Team to investigate/respond. (Where the issue raised is about a member of the OMT it will be directed to the consortium lead for the employing organisation).

- Seek further information as necessary
- Send a fair and balanced response acknowledging issues raised and action taken as appropriate.

Anonymous complaints will be considered and recorded with actions and without a response where no name and contact details are available.

Complaints, Concerns and Compliments should be reported as such as it is not feasible to action these from within end of course day evaluation sheets or Learning Needs Evaluations.

If may be necessary to contact other parties to fully investigate the matter raised to us, this may include managers and employing organisations.

Appeals: There will be no appeals process, matters may be escalated to the Programme Management Group where necessary.

PMG Members - Consortium Leads:

- Dez Holmes (Programme Director) Research in Practice (RiP)
- Paul Dugmore, Tavistock and Portman NHS Trust
- Gillian Ruch, University of Sussex
- Joan Fletcher, Goldsmiths University

OMT Members:

- Neeta Chauhan, Programme Manager, RiP
- Alison Domakin, Practice Engagement Lead, RiP
- Jo Williams, Delivery Lead, Tavistock and Portman NHS Trust
- Helen Shaw, 1-1 Learning Lead, Tavistock and Portman NHS Trust
- Adi Staempfi, Practice Learning Lead, Goldsmiths University
- Anna Fairtlough, Practice Learning Lead, Goldsmiths University

Process to be adapted as appropriate dependent on nature of CCC e.g Compliments may not need a formal response:

Complaints, Concerns and/or Compliments should be sent to:-

PSDPadmin@rip.org.uk

Where they are received directly by any PSDP team member they should be routed to the above email address.

The RiP PSDP team will:-

- Log the feedback
- Forward to appropriate OMT member
- Track timely responses via calendar reminders

OMT member will:

- Investigate,
- Seek additional information where necessary
- Draft a response
- Send draft response or forward to RiP to send. If sending directly to the correspondent RiP to be copied in for logging and storing of responses.

Note: the OMT member receiving the matter should complete the process – inviting input from others as necessary. This will ensure the person raising the issue has a good customer service experience, receives a timely response and has a single point of contact.

RiP will:

- Send the response if necessary (as directed by the OMT member handling the issue – the response should be drafted and ready to send).
- Log the response
- File the response
- Provide routine updates to PMG/OMT for learning

Note: Some CCC may not need a formal response and action taken may be sufficient and logged accordingly. This will be at OMT discretion.