

WORKER COMPLAINTS PROCEDURE - COMPLAINTS AGAINST COLLEGE STAFF AND OTHER WORKERS

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INTRODUCTION

This document outlines the process of how Workers can raise complaints and concerns against College staff and other Workers.

We are committed to delivering a fair, open and clear process in line with our values for complaints and concerns to ensure a satisfactory outcome, for Workers who raise concerns or complaints.

The Royal College of Psychiatrists strives to provide an excellent service to everyone who engages with us. If for any reason you are dissatisfied with the interaction(s) you have had with College staff or another Worker you may wish to raise a complaint or concern which will be treated in confidence.

SCOPE

This process and procedure apply to workers within the College.

VALUES

Values are a set of guiding principles which influence our judgement, behaviour, and the decisions we make, they define who we are and what we stand for.

The College has a clear set of values which drive everything we do.

Our values are:

- **Courage**
- **Innovation**
- **Respect**
- **Collaboration**
- **Learning**
- **Excellence**

PROCESS AND PROCEDURE

1. Who is responsible for the procedure

- 1.1 The Director of HR oversees all complaints against College staff and Workers. The director or a member of the HR team will undertake an investigation once a complaint has been received by the College.

2. How can I raise a concern or complaint?

- 2.1 In all cases if appropriate to make every effort to resolve the complaint informally before raising a formal complaint or concern this can often be the quickest and easiest solution
- 2.2 If the issue can't be resolved informally a letter outlining your concern or complaint must be sent to the HR department via email HR@rcpsych.ac.uk
- 2.3 The letter should be sent within **28 days** of the alleged incident. Letters received outside this timeframe may be accepted, if you can show there are exceptional reasons for the delay e.g., illness or incapacity
- 2.4 The letter should describe:
 - The exact nature of the concern or complaint
 - The names(s) of any individual(s) about who you are complaining
 - The date(s) and times(s) of the alleged incidents(s)
 - The name(s) of any witnesses to the alleged incident(s)
 - Informal action you have already taken to try to resolve the complaint and the date which this occurred
 - How you would like the complaint to be resolved

3. What will happen with my complaint/concern raised?

- 3.1 The HR Director or member of the HR team will be appointed to investigate the matter who will try to resolve within a maximum of 28 days from appointment
- 3.2 The investigation may involve a number of stages (this is not an exhaustive list)
 - Review of complaint and supporting documents (if provided)
 - Meet with the complainant to obtain further information
 - Meet with the Worker or staff member to obtain their version of event and whether any witnesses need to be met
- 3.3 When all relevant information has been collected the appropriate course of action will be taken from the below:
 - The assigned HR member holding a private conversation to address the issue
 - Advice the complaint has been dismissed as unfounded
 - Agreeing improvements to be made
 - An initial written warning given to staff/Worker

- If complaint/concern is against a staff member where appropriate training/mentoring will be given
- Based on the severity of the concern/complaint staff will follow our grievance procedure and Workers will follow our conduct process

3.4 Both parties will receive the same letter outlining the actions taken