

# Complaints procedure

This policy is intended for use by anyone who has interaction with **SicKids** as a donor, an organisation, a service provider or service user, or with **SicKids** and its position on policy issues.

**SicKids** recognises that from time to time there may be occasions when organisations or individuals may feel that the quality or level of service provided falls short of what they could reasonably expect, or that **SicKids**' position on a policy issue has caused them harm.

The continued goodwill of donors, service providers, and service users is greatly valued by **SicKids** and we would expect to be able to resolve any day-to-day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the member of staff, or Trustee, concerned.

The more formal procedure outlined below is intended for use where informal communication has not resolved the problem.

## **This is what you should do in relation to a formal complaint:**

The complaint should be made either by letter or email to the Medical Director who will acknowledge in writing (within 20 working days) the receipt of any complaint. In addition to stating the nature and circumstances of the complaint, the complainant is strongly encouraged to state the remedial action they wish to be taken. If the complaint is about the Medical Director, the complaint should be addressed to the Director of Nursing (marked 'confidential'). At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a representative acting in a legal capacity.

## **This is what SicKids will do:**

The Medical Director (or nominated deputy) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 35 working days of the complaint being received. If the complaint is found to be justified, the Medical Director (or nominated deputy) will agree any necessary further action with the complainant.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of three Trustees. Any such appeal must be lodged within ten calendar days from the date of the original findings of the complaints procedure. The appeal will then be dealt with within 35 working days of receipt of the complainant's wish to appeal.

If the appeal is upheld, the appeal panel will indicate any further action they consider to be necessary. Feedback on the outcome of the appeal will be provided to the complainant by the Chair of the appeals panel. The decision of the appeal panel is final and no further appeal is possible.

The Medical Director will keep the Board of Trustees informed of the number and nature of complaints, and the outcomes – this will be reported to the Board of Trustees on an annual basis.

**If you have a complaint, please contact:**

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Founder and Medical Director  
SickKids  
7 Princeton Close  
Salford  
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