

**Subject**           Complaints and Compliments  
Performance Report

**Date**                May 2019

**Summary of Complaints and Compliments during the Reporting Period April 2018 – March 2019**

Year		Count
2017-2018	Compliments	3,222
2018-2019	Compliments	2,876

1. Compliments received from people associated with our Stroke Support offers 2,876
2. Complaints received from people associated with our Stroke Support offers (01.04.2018 – 31.03.2019) 39

Year		Count
2017-2018	Complaints	10
2018-2019	Complaints	39

### **Stage 1 Complaints Resolution - Complaints Received**

New complaints received	39
New complaints resolved/concluded under stage1	39
New complaints currently under investigation	0
New complaints referred to stage 2	0
New complaints acknowledged and responded to within policy timescale	39
New complaints acknowledged and responded to outside policy timescale	0

### **Stage 2 Complaints Review - Complaints Referred**

Complaints referred for review	0
Complaint reviews resolved/concluded	0
Complaints currently under investigation	0
Complaint reviews acknowledged and responded to within policy timescale	0
Complaint reviews acknowledged and responded to outside policy timescale	0
Number of serious complaints/safeguarding concerns	0

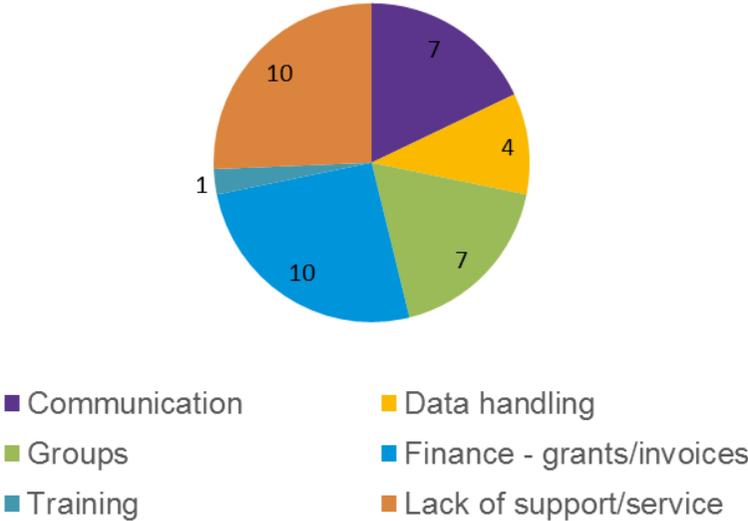
### **Summary**

Locally resolved complaints have increased by 29 in the year 2018-2019 from that of the previous year (from 10 to 39). It is likely that this is due in the main to reviewing our complaints procedure last year. This improved process has put more robust reporting in place and also highlighted key messages and organisational learnings with people working to provide Stroke Support locally and nationally. Complaints are viewed as a positive opportunity to think through and address problems or concerns, and we endeavour to put things right straight away.

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Below is break down by nature of the 39 complaints received for the year 2018/2019

Nature of complaint



## Organisational Learning

The table below highlights some of the complaints received this year stating the organisational learning for each;

Department	Detail of Complaint	Outcome of Complaint	Organisational Learning
<i>Volunteering &amp; Community</i>	<i>A guest attending a group was offended and upset by a group members behaviour, and felt that this behaviour had also offended others. The complainant spoke to the client who agreed behaviour was unacceptable but did not feel comfortable saying anything to the group member.</i>	<i>The coordinator explained that Stroke Association were taking the incident seriously and the behaviour would not be tolerated. The complainant was grateful for this and requested a written response. Staff will communicate this to committee volunteers and offer guidance on difficult conversations.</i>	<i>Situation to be factored into 'Committee Skills' training session for volunteers running SAVG's, with a clear process map for future reference. A 'Code of Conduct' type document is to be introduced to accompany membership forms for new members.</i>
<i>Coordinator led support</i>	<i>Complainant raised concerns via email that her husband had been put into a vulnerable position after not being informed of group's closure that week. His transport had dropped him off but he was unable to be collected again for some time. Complainant was concerned what might have happened to him, especially due to cold weather.</i>	<i>The Coordinator found out the gentleman had not been to the group the previous week where others were informed of the closure. The Coordinator was not informed that the gentleman had not been told.</i>	<i>An email group has now been put in place to inform all members on email are informed of any group updates such as closures. Volunteers will let coordinator know of anyone who has not been updated due to absence.</i>
<i>Coordinator led support</i>	<i>Service user informed Coordinator that the information pack they received had been tampered with/opened. The letter included mentioned stroke diagnosis.</i>	<i>Coordinator apologised to client and advised that her Manager would be informed.</i>	<i>Envelope was not marked private &amp; confidential. All welcome packs are now sent out marked P&amp;C in line with GDPR guidelines</i>
<i>Coordinator led support</i>	<i>Son of stroke survivor complained about contact. He complained that several calls were made to his dad and the service should have contacted him directly.</i>	<i>Internal red flag process was implemented to make other staff aware of complaint. Whole team discussed complaint and how they could learn from it moving forward. Client was apologised to.</i>	<i>Highlighted potential issues with local stroke pathway – the referral is sent from the local hospital to the SA team – meaning stroke survivors may be contacted directly, which could conflict with wishes of family.</i>
<i>My Stroke Guide</i>	<i>A stroke survivor posted on MSG that the service "do no have a caring supportive manner". The Stroke Survivor also had some unwelcome input from a coordinator who was on MSG commenting on posts.</i>	<i>Followed up with line manager. Passed on to MSG to develop guidance.</i>	<i>Highlighted a need for training for staff around posting on My Stroke Guide.</i>

## **Compliments**

'Thank you for supporting me to get Morrison's today. I sometimes get panic attacks since my stroke so don't feel able to go on my own. I was able to buy some flowers and a card for my Sister to thank her for everything she has done for me since my stroke and I know she will love them'.

'Received call from J M who said that she wanted to thank me for encouraging her to attend the GPs and go to the TIA clinic. She had not recognised the signs that she could have experienced a TIA and would not have sought help without my encouragement. She said she is happy to be discharged and will ring if she has any further queries.'

"I didn't know what to expect with arranging a visit from the Stroke Association but I'm so so impressed. All the questions I had have been answered and this is such a comfort to me.....I feel better in myself already. This visit has been incredibly informative and I have learned a great deal from you."

"My daughter rang the Stroke Association helpline and they gave us so much useful information. Although I was only in hospital for 1 day, it was like a bomb had hit me, I had no idea what was happening and if what I was feeling was normal. It would have been better to be given the information while I was in hospital as it would have reassured me straight away that the way I was feeling was normal" telephone conversation with a stroke survivor

## **Review of the Complaints Procedure**

We will continuously review our complaints process and now have a review group in place with representatives from Stroke Support to consult, influence and shape processes. We also send a summary of complaints and lessons learnt to the monthly directors meetings. We are further embedding the new process with additional webinars planned for staff to ensure they are confident in reporting and resolving complaints successfully whilst sharing the learning.

The procedure is under further review in line with the Code of Fundraising Practice by the Director of Legal & Corporate Governance, Finance and Resources. Fundraising are also introducing reporting new internal reporting mechanisms.

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