

FOI – 2475

11th July 2024

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

Can you please provide the following policies and procedures

Your Complaints Procedures and processes

Response:

Please see attached documents –
Attachment 1 - SHSCT Policy and Procedures for the Management of Service User Feedback
Attachment 2 - DoH Regional Complaints Procedure
(Please note the Trust document is based on the DoH guidance)

Policies and Procedures dealing with Safeguarding

Response:

Please see attached documents:
Attachment 3 – Adult Safeguarding Policy Operational Procedures
Attachment 4 – Adult Safeguarding Policy (which are currently being reviewed at a regional level)
Attachment 5 – Adult Safeguarding Policy – Easy to read
Attachment 6 – Protocol for Joint Investigation of Adult Safeguarding Cases

How an official complaint is dealt with

Response:

As per SHSCT Policy and Procedures for the Management of Service User Feedback (Attachment 1). Please see pages 14 – 15.

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