

SFJNHH1

Obtain details from complaints and agree how to progress cases of complaint



Overview

This unit is about obtaining details regarding complaints, from complainants such as members of the public about complaints that they wish to make, such as regarding the conduct of police officers, and/or other relevant other parties, to determine their perspective. It includes assessing the information gained and making recommendations regarding the way forward.

There are three elements:

- 1 Prepare to contact relevant parties
- 2 Obtain information from relevant parties
- 3 Agree the way forward

Target Group

This unit is for caseworkers whose responsibilities include meeting members of the public and/or police officers to establish details of complaints.

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Performance criteria

Prepare to contact relevant parties

You must be able to:

- P1 ensure that case files are set up correctly, recording all available and relevant information, in line with your organisation's requirements
- P2 review all available information received regarding a new complaint and identify the further details necessary to inform a decision regarding how best to progress the complaint

Obtain information from relevant parties

You must be able to:

- P3 introduce yourself to the complainant, or relevant other party, at the meeting, setting out clearly the agenda, the purpose of the meeting and the anticipated time that the meeting will take, confirming that this is acceptable to the complainant/other party
- P4 obtain and record all relevant information regarding the complaint
- P5 determine and record the complainant's desired outcomes from the complaint
- P6 communicate at a pace and at a level that promotes understanding
- P7 check for understanding, encourage questions and answer these accurately and clearly, whilst ensuring that any requirements for confidentiality are maintained
- P8 inform the complainant, where relevant, of any enquiries that you need to make in addressing their question(s), and the anticipated timescale for a response
- P9 confirm with the complainant that your record is an accurate and fair representation of their complaint, and when relevant, obtain their signature in confirmation
- P10 identify correctly where a translation of the record, and any associated documentation, is required, and progress this in line with your organisation's procedures
- P11 thank the complainant for their time upon completion of the discussion, explain the next steps, and close the meeting positively
- P12 treat all parties courteously and helpfully, showing respect for their views
- P13 maintain up to date files, noting correctly any further actions to be followed up
- P14 ensure that your interview fulfils all relevant legislative requirements and codes of practice

Agree the way forward

You must be able to:

- P15 assess the information provided, taking into account the perspectives of both the complainant and any relevant other party(ies), and determine

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- whether there are sufficient grounds for a complaint
- P16 assess the appropriate nature of the consequent investigation, where you determine there to be grounds for a complaint
- P17 make a reasoned recommendation to the relevant person regarding the way forward within agreed timescales
- P18 record correctly decisions made regarding the way forward, and communicate these promptly and accurately to the relevant complainants and other parties as required
- P19 obtain written authority to proceed, when it is required from the complainant

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Knowledge and understanding

You need to know and understand:

Prepare to contact relevant parties

- K1 current organisational requirements and procedures relating to progressing and monitoring referrals regarding complaints or relevant conduct matters
- K2 levels of responsibility of all parties involved in progressing complaints and those responsible for making key decisions
- K3 the types of investigation, including informal and formal resolution, and current organisational requirements for administering and monitoring these

Obtain information from relevant parties

You need to know and understand:

- K4 current organisational requirements and procedures relating to interviewing complainants and other relevant parties
- K5 the requirements of legislation and codes of conduct relevant to interviewing complainants and other relevant parties, within your level of responsibility
- K6 the information required and the factors to be taken into account when deciding the way forward
- K7 procedures for contacting complainants and other relevant parties, and where necessary, for arranging interviews to obtain information
- K8 procedures for interviewing complainants and for recording the information gained
- K9 the principal types of complaint that arise and the information to be obtained regarding these
- K10 the importance of identifying the underlying reasons behind complaints, and why these may not always be apparent
- K11 the importance of remaining objective when interviewing complainants and others

Agree the way forward

You need to know and understand:

- K12 the circumstances in which complaints might be suitable for informal and also for formal resolution
- K13 those parties to be notified of decisions regarding the way forward, and how to do this

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