

服務質素標準十五

社會工作服務各單位的處理投訴政策及程序

1. 政策目的

- 1.1 讓服務使用者、家屬及服務單位的職員知道本身的投訴權利，以及服務單位會採取甚麼行動處理接獲的投訴；以及
- 1.2 為職員提供指引，使他們知道一旦接獲投訴，應採取甚麼有效步驟來處理投訴。

2. 理念

- 2.1 服務使用者、家屬或職員，倘對任何服務單位所提供的服務有任何(包括服務標準、服務政策、程序、決策或個別職員的行動或態度)不滿，可向服務單位投訴。
- 2.2 對於任何人士的投訴，服務單位都會本著大公無私的原則處理。
- 2.3 任何人士向機構職員表示需要投訴，無論是被記錄或是以書面形式，都會被界定為正式投訴，並啟動處理投訴機制。若該人士表示不滿，但沒有提及投訴，職員應適當地向當事人查詢他／她是否希望投訴，若當事人給予肯定，同樣亦會界定為正式投訴，若當事人表示只是表達意見，或不想投訴，則會當作為意見表達。
- 2.4 任何服務單位收到投訴後，會以虛心積極的態度調查投訴，以解決問題為目的。
- 2.5 任何服務單位視投訴程序有利於我們檢討本身的服務，並且可幫助我們尋求改善方法，使服務更臻完善。

3. 保密

- 3.1 未經申訴人同意，任何有關投訴的資料將會嚴格保密並只會披露予有需要知情的人士。

4. 處理投訴的步驟

- 4.1 任何職員一旦接獲與服務單位有關的投訴，不論是記錄或書面投訴，有關職員應立即（通常是接獲投訴後兩個工作天內）將投訴轉交負責的同事 / 團隊主任 / 督導主任 / 高級督導主任處理。

- 4.2 負責的同事 / 團隊主任 / 督導主任 / 高級督導主任應盡快（通常是接獲投訴人之投訴後五個工作天內）聯絡申訴人，親自向對方了解情況，務求從速解決問題。
- 4.3 若經過商討後未能解決問題，負責的同事 / 團隊主任 / 督導主任 / 高級督導主任應告訴申訴人服務單位準備如何處理其投訴，並訂出向申訴人報告行動結果的時限。（一般來說，應在十四個工作天內回覆申訴人。）
- 4.4 處理投訴時，不論該投訴是否證明屬實，服務單位應視之為改善或加強服務程序和溝通方法的良機，以確保日後不再有同類事件或問題發生。在大部分情況下，採取此處理方法應有助於及早圓滿解決投訴。
- 4.5 若申訴人收到有關單位主管的回覆後仍感不滿，該申訴人應轉介到有關服務的總主任處理。若申訴人收到有關回覆後仍感不滿，服務總主任會將有關投訴轉介社會工作服務部長作最後裁決。
- 4.6 如機構收到對社會工作服務部長的投訴，會將申訴人轉介予總裁處理及回覆。至於對總裁或管理局成員的投訴，管理局主席將會根據管理局的建議作出處理及回覆。
- 4.7 匿名投訴在一般情況下將不獲處理，因該投訴將不能獲得適當及公平的處理。

5. 應付投訴的態度

- 5.1 任何職員一旦接獲與服務單位有關的投訴，即使申訴人強辭奪理、態度輕浮，職員也應保持虛心有禮的態度聽取對方的投訴。
- 5.2 任何職員一旦接獲投訴，應告知申訴人本身準備如何處理其投訴（通常是轉交負責的同事／團隊主任／督導主任／高級督導主任處理），以及申訴人會收到初步回覆（通常是負責的同事／團隊主任／督導主任／高級督導主任聯絡申訴人）的時限。
- 5.3 與提出申訴的服務使用者、家屬或其他申訴人溝通時，不論是口頭或書面溝通，都應該用簡單明確的措辭，避免使用術語或簡稱。

6. 記錄投訴個案

- 6.1 任何職員一旦接獲投訴，職員應在投訴記錄冊中記錄投訴的性質、接獲投訴的日期和採取的行動（例如轉交負責的同事／團隊主任／督導主任／高級督導主任處理）。

- 6.2 負責的同事／團隊主任／督導主任／高級督導主任應在投訴記錄冊中記錄該投訴的結果。
- 6.3 所有關乎該投訴的來往信件及其他有關文件均應存入投訴檔案。
- 6.4 負責的同事／團隊主任／督導主任／高級督導主任應撰寫年度投訴報告，說明接獲的投訴的一般性質、接獲投訴的次數、為解決投訴和改善服務所採取的行動。

7. 保密

- 7.1 所有職員在調查和解決投訴問題時，必須遵守下列規定：
 - 基本原則是在處理投訴時，只可向有需要知道內情的人士透露投訴的細節；以及
 - 如申訴人表明需要將資料保密，應特別注意尊重申訴人的保密權利。
- 7.2 投訴記錄冊及投訴檔案應由單位主管／院長保管。只有當督導主任／院長認為有需要時，才應該另備與投訴有關的文件副本，存入有關的服務使用者或職員的檔案內。

8. 讓職員、服務使用者及其家屬知道社會工作服務各單位的處理投訴政策及程序

- 8.1 所有新職員及服務使用者／家屬可知道處理投訴的政策及程序。

修訂日期：二〇一五年三月十六日

發佈：經各服務總辦事處傳閱

檢討：根據服務質素標準2，政策會於有需要時或每年由社會工作服務部長或委派代表檢討。

SERVICE QUALITY STANDARD 15**POLICY AND PROCEDURES FOR HANDLING COMPLAINTS
FOR
ALL SERVICE UNITS OF SOCIAL WORK SERVICES****1. Purpose**

- 1.1 To advise service users, their families and staff about their right to make a complaint and about what actions the service unit will take to address any complaint received; and
- 1.2 To provide guidance to any staff members who receive a complaint as to the steps that they should take to handle that complaint effectively.

2. Philosophy

- 2.1 A service user, his/her family, or member of staff who is dissatisfied with any aspect of the service delivered by the service unit, (including the standard of service delivered, service policies, procedures, decisions, or the actions or attitude of any staff member), is entitled to raise complaint with the service unit.
- 2.2 Any person who makes a complaint will be dealt with fairly and without prejudice.
- 2.3 Any person expressing needs to complain, whether recorded or in writing, should be treated as making a formal complaint. The unit should then act according to the procedures for handling complaints. If that person expresses discontent without specifying his/her intention to lodge a complaint, the staff should enquire if he/she wishes to do so politely at an appropriate time. If he/she answers in the affirmative, it will be defined as a formal complaint. If the person indicates that he/she only intends to channel opinions, or give a negative answer, his/her opinion will be treated as feedback for the unit.
- 2.4 All service units will actively examine any complaint received with an open mind and with the intention of resolving the complaint.
- 2.5 All service units view the complaint procedures as a positive mechanism for reviewing service activities and identifying ways to enhance service delivery procedures.

3. Confidentiality

- 3.1 Information in relation to a complaint will be treated in strict confidence on need-to-know basis.

4. Steps to be taken to Address Complaints

- 4.1 Any staff member who receives a complaint, whether verbal recorded or in writing, about the service unit, should refer the complaint to the Responsible Staff / Team Leader / Social Work Supervisor / Senior Social Work Supervisor immediately (normally within 2 working days of receiving the complaint).
- 4.2 The Responsible Staff / Team Leader / Social Work Supervisor / Senior Social Work Supervisor should seek to discuss the matter with the complainant aiming to resolve the issue at the earliest opportunity (normally within 5 working days of receiving the complaint from the complainant).
- 4.3 If the matter cannot be resolved through discussion, the Responsible Staff / Team Leader / Social Work Supervisor / Senior Social Work Supervisor should inform the complainant of the proposed actions that they will take to address the issue and indicate a timeframe within which they will report the outcomes of these actions back to the complainant. (Normally, reply will be made within 14 working days.)
- 4.4 When addressing a complaint, whether substantiated or not, the Service Unit should consider whether the matter indicates an opportunity to modify or enhance procedures or communication practices to ensure that similar concerns or problems do not arise in future. This approach should assist in achieving early and satisfactory resolutions of complaints in most cases.
- 4.5 If, after receipt of advice from the Centre Supervisor of the relevant Service Unit, the complainant remains dissatisfied, the complainant should be referred to the Head of relevant service at Headquarters. If the complainant still remains dissatisfied, the complainant will be referred to Director of Social Work Services for handling and the decision is final.
- 4.6 If a complaint received is against the Director of Social Work Services, the complainant will be referred to the Chief Executive for action and reply. If the complaint is against the Chief Executive or member of Caritas Board of Management, the matter will be referred to the Chairman of Caritas Board of Management for action and reply with the advice of the Board.
- 4.7 Anonymous complaints will not normally be entertained as they cannot be properly and fairly processed.

5. Attitude to Receiving Complaints

- 5.1 Any staff member who receives a complaint about the service should receive the complaint in an open and courteous manner, even if the complaint seems unjustified or frivolous.
- 5.2 Any staff member who receives a complaint should inform the complainant of the action that they propose to take (i.e. referral to the Responsible Staff / Team Leader / Social Work Supervisor / Senior Social Work Supervisor), and of the timeframe within which the complainant can expect to receive an initial response (normally, being contacted by the Responsible Staff / Team Leader / Social Work Supervisor / Senior Social Work Supervisor).

- 5.3 All verbal and written communication to service users, their family members or other persons making a complaint should be made in clear, simple language, avoiding the use of jargon or abbreviations.

6. Documenting Complaints

- 6.1 Any staff member receiving a complaint should record the nature of the complaint, date of complaint received and action taken (e.g., referral to the Responsible Staff / Team Leader / Social Work Supervisor / Senior Social Work Supervisor) in the Complaint Register.
- 6.2 The Responsible Staff / Team Leader / Social Work Supervisor / Senior Social Work Supervisor should record the outcomes of the complaint in the Complaint Register.
- 6.3 Copies of correspondence and any other documents relating to the complaint should be kept on the Complaint File.
- 6.4 The Responsible Staff / Team Leader / Social Work Supervisor / Senior Social Work Supervisor will prepare an annual report on the general nature and number of complaints received and actions taken to resolve complaints and enhance service delivery.

7. Confidentiality

- 7.1 In taking actions to examine and resolve a complaint, all staff should:
- as a general principle, only disclose details of the complaint to persons on a necessary basis to address the complaint; and
 - specifically respect any confidentiality concerns expressed by the complainant.
- 7.2 The Complaint Register and Complaint File should be maintained by the Social Work Supervisor / Superintendent and copies of complaints related documents should only be placed on the files of individual service users or staff members if deemed necessary by the Social Work Supervisor / Superintendent.

8. Keeping Staff Members and Service Users & their Families Informed about the Complaint Policy and Procedures of the Service Units

- 8.1 The new staff members and service users / families will be informed of the complaints' channel.

DATE OF AMENDMENT: 16 March 2015

DISTRIBUTION: Circulate to all services via Head Office

REVIEW: The policy will be reviewed on need basis or annually by the Director of Social Work Services or delegates as stated in SQS 2.