

服務質素標準十五

社會工作服務部的處理職員的投訴政策及程序

1. 政策目的

- 1.1 讓職員知道本身的投訴權利，以及社會工作服務部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 職員倘對社會工作服務部的任何方面（包括服務提供、服務政策、程序、決策，行政及管理或個別職員的行動或態度）有不滿，可向直屬上司表達關注及提出改善建議。（註：倘若被投訴者乃申訴人的直屬上級，該投訴應直達被投訴者之上司。）
- 2.2 對於任何職員的投訴，社會工作服務部都會本著大公無私的原則處理。
- 2.3 提出投訴的職員必須具名，否則投訴一概不予處理。
- 2.4 社會工作服務部收到投訴後，會以開明的態度調查投訴，以解決問題為目的。
- 2.5 社會工作服務部視投訴程序為有利於我們檢視所提供服務的機制，並可藉此尋求改善方法，使服務更臻完善。
- 2.6 匿名的投訴一概不予處理。
- 2.7 任何職員無論口頭或書面向機構表示需要投訴，都會被界定為正式投訴，並啟動處理投訴機制。若該職員表示不滿，但沒有提及投訴，直屬上司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。

3. 保密

- 3.1 所有相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 任何單位主管／服務總主任一旦接獲投訴，不論是口頭或書面，應隨即（通常是接獲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。
- 4.2 若經過商討後未能解決問題，單位主管／服務總主任應告知申訴人社會工作服務部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以口頭回覆申訴人的口頭投訴或以書面回覆書面投訴。）
- 4.3 若申訴人收到單位主管／服務總主任的回覆後仍感不滿，社會工作主任／服務總主任應將事件轉交其上司處理。
- 4.4 處理投訴時，不論該投訴是否證明屬實，社會工作服務部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 如投訴關乎紀律問題，應參考〔紀律處分及投訴程序修訂指引〕〔2013年3月23日發出之員工通告（人力資源）第2013-03號〕。

5. 應付投訴的態度

- 5.1 任何職員一旦接獲有關的投訴，應保持虛心有禮的態度聽取對方的投訴。
- 5.2 任何社會工作主任／服務總主任接獲投訴，應告知申訴人本身準備如何處理其投訴，以及申訴人會收到初步回覆的時限。
- 5.3 與提出申訴的職員溝通時，不論是口頭或書面，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 所有投訴應存入職員投檔案及投訴紀錄冊中。
- 6.2 任何單位主管／服務總主任一旦接獲屬於初次提出的投訴，應在投訴記錄冊中記錄投訴的性質、接獲投訴的日期和已採取的行動（附件一）。
- 6.3 單位主管／服務總主任應在投訴記錄冊中記錄該投訴的結果。
- 6.4 所有關乎該投訴的來往信件及其他有關文件均應存入職員投訴檔案，並把副本呈交服務總主任。
- 6.5 單位主管／服務總主任應提供投訴摘要報告，說明接獲的投訴的一般性質、接獲投訴的次數、以及為解決投訴和改善服務所曾採取的行動。

7. 保密

- 7.1 所有職員在調查和解決投訴時，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 投訴記錄冊及職員投訴檔案應由單位主管／服務總主任保管。只有當認為有需要時，才應該另備與投訴有關的文件副本，存入有關的職員檔案內。

8. 讓職員知道社會工作服務部處理職員投訴的政策及程序

- 8.1 所有職員可從機構的行政指引中知道投訴的渠道。

修訂日期：二〇一五年一月二十八日

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。

投訴紀錄冊

編號	日期	投訴性質	結果

SERVICE QUALITY STANDARD 15

POLICY AND PROCEDURES FOR HANDLING STAFF COMPLAINTS

FOR

STAFF OF SOCIAL WORK SERVICES

1. Purpose

- 1.1 To advise staff about their right to make a complaint and about what actions the Social Work Services Division (herein after as 'Division') will take to address any complaint received; and
- 1.2 To provide guidance to staff members who receive a complaint as to the steps that they should take to handle that complaint effectively.

2. Philosophy

- 2.1 Any staff who is dissatisfied with any aspect of Caritas Social Work Services Division, (including services delivered, service policies, procedures, decisions, administration and management as well as the actions or attitude of any staff member), is encouraged to raise their concerns and recommendations to the immediate supervisor in the Service / Division. (Note: If the complaint is against the immediate supervisor of the complainant, the complaint should be made to the next higher rank in the line of authority.)
- 2.2 Any staff who makes a complaint will be dealt with fairly and without prejudice.
- 2.3 The staff making the complaint must be responsible and identify himself / herself before any action can be taken.
- 2.4 The Division will actively examine any complaint received with an open mind and with the intention of resolving the complaint.
- 2.5 The Division views the complaint procedures as a positive mechanism for reviewing service activities and identifying ways to enhance service delivery procedures.
- 2.6 No anonymous complaints will be entertained.
- 2.7 Any staff expressing needs to complain, whether verbally or in writing, should be treated as making a formal complaint. The immediate supervisor should then act according to the procedures for handling complaints. If that staff expresses discontent without specifying his/her intention to lodge a complaint, the immediate supervisor 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.

3. Confidentiality

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

4. Steps to be taken to Address Complaints

- 4.1 Any Centre Supervisor / Service Head who receives a complaint, whether verbal or in writing, from a staff, should discuss the matter with the complainant in person to seek to resolve the issue at the earliest opportunity (normally within 5 working days from receipt of the complaint).
- 4.2 If the matter cannot be resolved through discussion, the Centre Supervisor / Service Head should inform the complainant of the proposed actions that he / she will take to address the issue and indicate a timeframe within which he /she will report the outcomes of these actions back to the complainant. (Normally, verbal complaint will be replied verbally and written complaint will be replied in writing within 14 working days).
- 4.3 If, after receipt of reply from the Centre Supervisor / Service Head, the staff making a complaint remains dissatisfied, Centre Supervisor / Service Head should refer the complainant to the Service Head / Director of Social Work Services in their order of ascending responsibility as appropriate.
- 4.4 When addressing a complaint, whether substantiated or not, the Service / Division will 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 contents of the complaint are related to disciplinary matters, the agency's "Revised Guidelines on Disciplinary and Grievance Procedures" [See Staff Circular (Human Resources) No. 2013-03] should be referred to.

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.
- 5.2 Any Centre Supervisor / Service Head, who receives a complaint should inform the complainant of the action that he /she proposes to take and of the timeframe within which the complainant can expect to receive an initial response.
- 5.3 All verbal and written communication to the staff making a complaint should be made in clear, simple language, avoiding the use of jargon or abbreviations.

6. Documenting Complaints

- 6.1 Two files, namely Staff Complaint File and Complaint Register File, should be properly kept.
- 6.2 Any Centre Supervisor / Service Head receiving an initial complaint should record the nature of the complaint, date of complaint received and action taken in the Complaint Register Form (Annex 1).
- 6.3 The Centre Supervisor / Service Head should record the outcomes of the complaint in the Complaint Register Form.
- 6.4 Copies of correspondence, action taken and any other documents relating to the complaint should be kept on the Staff Complaint File and copied to the Service Head for information.
- 6.5 The Centre Supervisor / Service Head will provide a summary 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 File and Staff Complaint File should be maintained by the Centre Supervisor / Service Head and copies of complaints related documents should only be placed on the files of individual staff members if deemed necessary by the Service Head.

8. Keeping Staff Members Informed about the Complaint Policy and Procedures of the Service Units

- 8.1 All staff members will be informed of the complaints' channel via Administrative Guidelines.

DATE OF AMENDMENT: 28 January 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.

