

# EQUALITY IMPACT ASSESSMENT

Care Group / Corporate Service:

Nursing & Quality

Name of Service/Title of Policy or Strategy, Name of Event:

Complaints Handling Policy

Equality Impact Assessment Undertaken by:

Robert Maginnis, Head of Patient Safety/Patient Safety Specialist

Service:

Policy:

Event:

Strategy:

Date undertaken:

09/11/2021

## Questions

### 1. What are the main aims and purposes of the Policy / Service / Event or Strategy?

Describes the process for complaints and how they are investigated and handled.

### 2. Who is involved in delivering the service, implementing the policy or strategy / organising the event? (i.e., partnerships, stakeholders or agencies)

All employees of the Trust are responsible for ensuring feedback is processed in a prompt and effective manner.

### 3. What information / data or experience can you draw on to provide an indication of the potential inclusive / exclusive results of delivering this service or event / implementing the policy or strategy to different groups of people and the different needs of people with protected characteristics in relation to this policy / service / event or strategy?

The policy covers all people who are accessing Trust services and their carers and all staff working for the Trust.

Protected Characteristics	Positive Impact	Negative Impact	Reasons for Impact
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This policy is consistent in its approach regardless of age.
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This policy is consistent in its approach regardless of disability.
Gender reassignment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This policy is consistent in its approach regardless of gender reassignment
Marriage and civil partnership	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This policy is consistent in its approach regardless of civil status
Pregnancy and maternity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This policy is consistent in its approach regardless of pregnancy

Protected Characteristics	Positive Impact	Negative Impact	Reasons for Impact
Race	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This policy is consistent in its approach regardless of race.
Religion or belief	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This policy is consistent in its approach regardless of religion or belief
Sex	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This policy is consistent in its approach regardless of sex
Sexual Orientation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This policy is consistent in its approach regardless of sexual orientation
Disadvantaged groups	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This policy is consistent in its approach regardless of disadvantaged groups

**4. What positive impacts are there for this policy / service / event or strategy to better meet the needs of people with protected characteristics?**

The policy encourages the reporting of complaints and manages to address them with a full investigation and action plan which should have a positive impact for people with protected characteristics.

**5. What action would be needed to ensure the policy / service / event or strategy overcomes:**

- Discriminatory negative impacts
- Exclusion

Failure to meet the needs of people from across the protected characteristics and opportunities for promoting equality and inclusion are maximised.

Each instance would have to be appraised on a case by case basis, but it is the expectation of the Trust that staff would take all appropriate measures to ensure there are no negative impacts on the patient/carer in reaction to any complaint made. Any negative impacts will be monitored via PALS/Your Opinion Counts and incident reporting.

**6. Recommended steps to avoid discrimination and ensure opportunities for promoting equality and inclusion are maximised. Include:**

Options for action	Explanation if no further action is required	Lead responsible for overseeing actions	Timescales	Costs (where applicable)

**7. Monitoring and reporting arrangements of EIA, for policies and strategies refer to section 7 of the Policy for the Development and Management of Procedural Documents.**

**For services / events please include the following:**

- How the equality impact of the service will be monitored
- Frequency of monitoring
- How the monitoring results will be used and where they will be published;
- Who will be responsible for reviewing monitoring results and initiating further action where required
- Any changes that have been made to remove or reduce any negative impacts as a result of conducting the equality impact assessment?
- Any action points should be included in Care Group / Corporate action plans, with monitoring and review processes.

**Is further work / consultation required? If yes, please explain how this is to be carried out and the time frame for completion.**

Yes  No

The Equality Impact Assessment will be reviewed in line with changes to services, client or staff groups, legislation or policy review.

**Name:**

Robert Maginnis

**Designation:**

Head of Patient Safety/Patient Safety Specialist

**Signature:**

Robert Maginnis

**Date:**

09/11/2021