

9. EQUALITY IMPACT ASSESSMENT SUMMARY

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Policy/Service: Policy for Handling habitual and/or unreasonable complainants

Background

- Description of the aims of the policy
- Context in which the policy operates
- Who was involved in the Equality Impact Assessment

This guideline is intended for use in conjunction with the existing Trust Complaints Procedure, which has been fully impact assessed. It is to be used by Complaints staff and senior Trust managers involved in agreeing upon the implementation of the policy and its users will include the Chief executive, Chief Nurse/Chief Operating Officer, Head of Customer Affairs and the Complaints Manager.

It has been reviewed to reflect the new legislation upon complaints handling *The Local Authority Social Services and National Health Service Complaints (England) Regulations (2009)* and the *Parliamentary and Health Service Ombudsman Principles, (PHSO – 2009)* best practice guidance.

Those involved in the Equality Impact Assessment were: Chief executive, Chief Nurse, Head of Customer Affairs, Complaints Manager, Business Centre Managers, Patient Advice and Liaison Service Manager and members of the Complaints Monitoring Group which includes a clinician and a patient representative.

Methodology

- A brief account of how the likely effects of the policy was assessed (to include race and ethnic origin, disability, gender, culture, religion or belief, sexual orientation, age)
- The data sources and any other information used
- The consultation that was carried out (who, why and how?)

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In reviewing the policy full attention has been paid to the need to ensure the process fully supports all potential users of the complaints process and wherever possible seeks to address all potential adverse impacts for equality groups.
<p>Key Findings</p> <ul style="list-style-type: none"> Describe the results of the assessment Identify if there is adverse or a potentially adverse impacts for any equalities groups
There are no identified potential adverse impacts for those groups based on ethnic origin and social class.
<p>Conclusion</p> <ul style="list-style-type: none"> Provide a summary of the overall conclusions
Potentially adverse impacts on equalities groups are addressed as far as possible by the current updated policy.
<p>Recommendations</p> <ul style="list-style-type: none"> State recommended changes to the proposed policy as a result of the impact assessment Where it has not been possible to amend the policy, provide the detail of any actions that have been identified Describe the plans for reviewing the assessment
It is recommended that this monitoring continues in order to inform future impact assessments and policy revisions, and that going forward disability also forms part of this monitoring.

Guidance on Equalities Groups

Race and Ethnic origin (includes gypsies and travellers) (consider communication, access to information on services and employment, and ease of access to services and employment)	Religion or belief (include dress, individual care needs, family relationships, dietary requirements and spiritual needs for consideration)				
Disability (consider communication issues, access to employment and services, whether individual care needs are being met and whether the policy promotes the involvement of disabled people)	Sexual orientation including lesbian, gay and bisexual people (consider whether the policy/service promotes a culture of openness and takes account of individual needs)				
Gender (consider care needs and employment issues, identify and remove or justify terms which are gender specific)	Age (consider any barriers to accessing services or employment, identify and remove or justify terms which could be ageist, for example, using titles of senior or junior)				
Culture (consider dietary requirements,	Social class (consider ability to access				
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family relationships and individual care needs)

services and information, for example, is information provided in plain English?)