

## Equality Impact Assessment Summary

### Guidelines for Managers on receipt of a request for financial compensation from a Complainant (Remedy)

**Name:** Jill Down

#### Background

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

When advising of, and pursuing a complaint against the Trust, a person making a formal complaint may request financial compensation. The guideline aims to set out the Trust's approach to considering such requests. Financial payments will only be agreed and made following careful consideration of the individual circumstances, ensuring that there is proper protection of public funds and that any remedial action does not exceed the Trust's legal powers (Please see Department of Health NHS Finance Manual).

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 those Trust staff involved in agreeing and administering financial compensation following the investigation of a complaint and its users will include Senior Trust Managers, Clinical Directors, Executive Directors, Head of Customer Affairs and the Complaints Manager.

It has been developed 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: Head of Customer Affairs, Complaints Manager, Director of Finance, Trust Solicitors, Business Centre Manager for Theatres, Anaesthetics and Critical Care.

#### Methodology

- A brief account of how the likely effects of the policy was assessed (to include race and ethnic origin,

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<p>disability, gender, culture, religion or belief, sexual orientation, age)</p> <ul style="list-style-type: none"> <li>• The data sources and any other information used</li> <li>• The consultation that was carried out (who, why and how?)</li> </ul>
<p>The policy is intended for internal use only as a guideline to ensure the appropriate formal process is followed when agreeing financial compensation payments. It sets out an approach for the review of each request on its individual merits and in doing so seeks to ensure no one person or group are discriminated against.</p>
<p><b>Key Findings</b></p> <ul style="list-style-type: none"> <li>• Describe the results of the assessment</li> <li>• Identify if there is adverse or a potentially adverse impacts for any equalities groups</li> </ul>
<p>There are no adverse or potentially adverse impacts for any equalities groups.</p>
<p><b>Conclusion</b></p> <ul style="list-style-type: none"> <li>• Provide a summary of the overall conclusions</li> </ul>
<p>This policy will not have any impact with regards to race and ethnic origin, disability, gender, culture, religion or belief, sexual orientation or age.</p>
<p><b>Recommendations</b></p> <ul style="list-style-type: none"> <li>• State recommended changes to the proposed policy as a result of the impact assessment</li> <li>• Where it has not been possible to amend the policy, provide the detail of any actions that have been identified</li> <li>• Describe the plans for reviewing the assessment</li> </ul>
<p>None.</p>