

## Equality, Good Relations and Human Rights Screening Template

**\*\*\*Completed Screening Templates are public documents and will be posted on the Trust's website\*\*\***

See [Guidance Notes](#) for further background information on the relevant legislation and for help in answering the questions on this template (follow the links).

### **(1) Information about the Policy/Proposal**

(1.1) Name of the policy/proposal

**Policy and Procedure on the Management & Handling of Complaints**

(1.2) Is this a new, existing or revised policy/proposal?

**Revised – this Version 2 – only minor amendments from Version 1**

(1.3) What is it trying to achieve (intended aims/outcomes)?

**The aim of this policy is to set out the detailed arrangements for the management and handling of complaints within the Trust by all staff**

(1.4) Are there any Section 75 categories (see list in 3.1) which might be expected to benefit from the intended policy/proposal?

**This will benefit all staff in the handling of complaints in their services area.**

(1.5) Who owns and who implements the policy/proposal - where does it originate, for example DHSSPS, HSCB?

**Owned by Director of HR & Corporate Affairs.**

**Implemented by Assistant Director, Risk Management & Governance.**



(1.6) Are there any factors that could contribute to/detract from the intended aim/outcome of the policy/proposal/decision? (Financial, legislative or other constraints?)

**No**

(1.7) Who are the internal and external stakeholders (actual or potential) that the policy/proposal/decision could impact upon? (staff, service users, other public sector organisations, , trade unions, professional bodies, independent sector, voluntary and community groups etc)

**Staff; Service Users; Complainants;**

(1.7) Other policies with a bearing on this policy/proposal (for example regional policies) - what are they and who owns them?

**Complaints in Health and Social Care: Standards and Guidelines for Resolution and Learning, DHSSPS (2009)**

## (2) Available evidence

Evidence to help inform the screening process may take many forms. What evidence/information (both qualitative and quantitative) have you gathered to inform this policy? Specify details for relevant Section 75 categories.

<i>Details of evidence/information</i>
<p><b>Previous Trust wide consultation process of Version 1.</b></p>

## (3) Needs, experiences and priorities

(3.1) Taking into account the information above what are the different needs, experiences and priorities of each of the Section 75 categories and for both service users and staff.

<b>Category</b>	<b>Needs, experiences and priorities</b>	
	<b>Service users</b>	<b>Staff</b>
Gender	None	None
Age	None	None
Religion	None	None
Political Opinion	None	None

Marital Status	None	None
Dependent Status	None	None
Disability	None	None
Ethnicity	None	None
Sexual Orientation	None	None

(3.2) Provide details of how you have involved stakeholders, views of colleagues, service users and staff etc when screening this policy/proposal.

**Previous Trust wide consultation process of Version 1.**

**Based on DHSSPS Complaints in Health and Social Care: Standards and Guidelines for Resolution and Learning, (2009) which had working groups with user involvement and also wide public consultation.**

#### (4) Screening Questions

You now have to assess whether the impact of the policy/proposal is major, minor or none. You will need to make an informed judgement based on the information you have gathered.

**(4.1) What is the likely impact of equality of opportunity for those affected by this policy/proposal, for each of the Section 75 equality categories?**

Section 75 category	Details of policy/proposal impact		Level of impact? Minor/major/none
	Services Users	Staff	
Gender	None	None	None
Age	None	None	None
Religion	None	None	None

Political Opinion	None	None	None
Marital Status	None	None	None
Dependent Status	None	None	None
Disability	None	None	None
Ethnicity	None	None	None
Sexual Orientation	None	None	None

***(4.2) Are there opportunities to better promote equality of opportunity for people within Section 75 equality categories?***

<b><i>Section 75 category</i></b>	<b><i>Please provide details</i></b>
Gender	None
Age	None
Religion	None
Political Opinion	None
Marital Status	None
Dependent Status	None
Disability	None
Ethnicity	None
Sexual Orientation	None

**(4.3) To what extent is the policy/proposal likely to impact on good relations between people of different religious belief, political opinion or racial group? minor/major/none**

<b>Good relations category</b>	<b>Details of policy/proposal impact</b>	<b>Level of impact Minor/major/none</b>
Religious belief	None	None
Political opinion	None	None
Racial group	None	None

**(4.4) Are there opportunities to better promote good relations between people of different religious belief, political opinion or racial group?**

<b>Good relations category</b>	<b>Please provide details</b>
Religious belief	None
Political opinion	None
Racial group	None

## **(5) Consideration of Disability Duties**

**(5.1) How does the policy/proposal encourage disabled people to participate in public life and promote positive attitudes towards disabled people?**

Not Applicable

## (6) Consideration of Human Rights

(6.1) Does the policy/proposal affect anyone's Human Rights?

Complete for each of the articles

Article	Positive impact	Negative impact = human right interfered with or restricted	Neutral impact
Article 2 – Right to life			x
Article 3 – Right to freedom from torture, inhuman or degrading treatment or punishment			x
Article 4 – Right to freedom from slavery, servitude & forced or compulsory labour			x
Article 5 – Right to liberty & security of person			x
Article 6 – Right to a fair & public trial within a reasonable time			x
Article 7 – Right to freedom from retrospective criminal law & no punishment without law			x
Article 8 – Right to respect for private & family life, home and correspondence.			x
Article 9 – Right to freedom of thought, conscience & religion			x
Article 10 – Right to freedom of expression			x
Article 11 – Right to freedom of assembly & association			x
Article 12 – Right to marry & found a family			x
Article 14 – Prohibition of discrimination in the enjoyment of the convention rights			x
1 <sup>st</sup> protocol Article 1 – Right to a peaceful enjoyment of possessions & protection of property			x
1 <sup>st</sup> protocol Article 2 – Right of access to education			x

**Please note: If you have identified potential negative impact in relation to any of the Articles in the table above, speak to your line manager and/or Equality Unit. It may also be necessary to seek legal advice.**

(6.2) Please outline any actions you will take to promote awareness of human rights and evidence that human rights have been taken into consideration in decision making processes.

Not Applicable.

## (7) Screening Decision

**(7.1) Given the answers in Section 4, how would you categorise the impacts of this policy/proposal?**

Major impact	
Minor impact	
No impact	x

**(7.2) Do you consider the policy/proposal needs to be subjected to ongoing screening**

Yes	
No	x

**(7.3) Do you think the policy/proposal should be subject to and Equality Impact Assessment (EQIA)?**

Yes	
No	x





(7.4) Please give reasons for your decision and detail any mitigation considered.

This Policy will ensure that Trust staff manage complaint effectively.

### **(8) Monitoring**

Please detail how you will monitor the effect of the policy/proposal for equality of opportunity and good relations, disability duties and human rights?

Complaints management is monitored quarterly at the Lessons Learnt Sub Committee.

Approved Lead Officer: Irene Low  
Position: AD, Risk Management & Governance  
Date: 7 April 2014  
Policy/proposal screened by: Laura Algie, Complaints Manager

**Please forward completed schedule to:**

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