

Equality Impact Assessment

Step 2 - Screening Tool

Please complete the following when screening your policy or service for potential impact on equality groups.

1. Name of lead	Maria Smith
Contact number & email	maria.smith@dgoh.nhs.uk
Directorate or Department and Team	Nursing Directorate
2. Name of service or policy	Joint protocol for handling and investigation of complaints involving several agencies
Is this a new or existing piece of work?	new
3. Target audience e.g. patients and public; NHS staff; professional health organisations; voluntary organisation; internal staff	The service is intended to be used by all service users of the Dudley Group of Hospitals NHS Foundation Trust, Dudley MBC & PCTs, and encompasses the full range of potential needs involving more than one agency. The policy has been designed to accomplish this as far as possible.
4. What are the aims of the service/policy?	To describe ways in which service users can make a complaint, relating to more than one agency
5. Does any part of this service/policy have a <i>positive impact</i> on our duty to promote good race relations, eliminate discrimination and promote equality based on a person's age, disability, ethnic origin, gender, religion/belief or sexual orientation? If No, please provide brief reasons.	No. Service user's care is not compromised if they make a complaint. In particular, the policy provides support and advocacy details for vulnerable people and those with learning difficulties. Complaints do not have to be made in writing, which is designed to make it as accessible as possible to people immaterial of a person's characteristics.
6. Could any part of this service/policy have an adverse impact on our duty to promote good race relations eliminate discrimination and promote	No. The protocol applies to all complaints made which involve more than one agency immaterial of a person's characteristics.

<p>equality based on a person's age, disability, ethnic origin, gender, religion/belief or sexual orientation? If No, please provide brief reasons.</p>	
<p>7. Are there any factors that could lead to differential take-up, outcomes or satisfaction levels based on people's age, disability, ethnic origin, gender, religion/belief or sexual orientation? If No, please provide brief reasons.</p>	<p>No. Complaints do not have to be made in writing and complaints can be made on behalf of a complainant, with their written consent. In addition, service users are given advice about seeking assistance from the independent advisory service (ICAS) when they make a complaint.</p>

If you have answered yes to any of questions 5-7, you must now complete a full Equality Impact Assessment using the proforma provided by the Trust.

If you have answered No to all of the above questions, a full assessment is not required. Please complete the following sign-off section and send a copy of this screening to your Head of Service, Matron or Head of Department as appropriate **and** to Liz Abbiss, Head of Communications at Trust HQ.

Name of person completing this screening: Maria Smith

Job Title: Complaints and Claims Manager

Date sent to Head of Service, Matron or Head of department: 22/06/09

Date sent to Head of Communications, Trust HQ: 17/07/09

For advice relating to completion of this screening, please contact Human Resources on 456111, ext 3251