

HALL GREEN CHURCHES CHILD CONTACT CENTRE

(A Company limited by Guarantee)

Complaints Policy & Procedure

Hall Green and Smith's Wood Child Contact Centres aim to provide families and referrers with the best possible service. We value openness and honesty and your opinions, comments and suggestions are always very welcome. Sometimes, however, we may get things wrong and you have a right to make a complaint. We view complaints as an opportunity to learn and to improve our services, as well as a chance to put things right for the person who has made the complaint.

If you have a complaint about our centre, we would like to sort it out as soon as possible. Many complaints can be resolved informally. If you feel able, speak to a member of staff who is working with you, or ask to speak to the Coordinator or Team Leader on duty on the day. If you prefer, you can make an appointment with the Coordinator by ringing us on 0121-777-9873 or by sending an Email to hgccc.coordinator@gmail.com or smithswoodccc@gmail.com in the case of our Smith's Wood Centre and he/she will try to sort the matter out.

If you are not satisfied or do not wish to seek an informal solution, you may make a formal complaint. Wherever possible you are advised to submit your complaint within 7 days of the relevant incident. This will enable it to be investigated more effectively, when the circumstances of the incident will be fresher in the minds of the/those volunteer(s) involved in the incident at the relevant Centre

There are three stages to the **Hall Green & Smith's Wood** Child Contact Centres' complaints procedure:

Stage 1

Your complaint should be put in writing and sent to the Coordinator There is a complaints form available which you may find useful to use, or you may write a letter to **HGCCC & SWCCC, Registered Office, 93b School Road, Hall Green, Birmingham B28 8JQ** or send an email to the email addresses shown above. It is helpful if you clearly state what you are unhappy about, and give details about what has happened, why something has caused you concern and, if applicable, what you would like to happen to put things right.

The Coordinator will use his/her best endeavours to acknowledge your complaint within **one week** and will tell you who is dealing with it and when you can expect a reply. He/she will delegate an appropriate person to look into the complaint and to take appropriate action – this will usually be the **Coordinator** himself/herself or the **Deputy Coordinator**. If your complaint is about the **Coordinator** you should send your complaint to the **Chair of the Management Committee** (see stage 2 below) at our registered office shown above, marking it 'Private and Confidential'.

Your complaint will be investigated by the designated person, and, if it relates to a specific person or persons, they will be informed and given an opportunity to respond. If appropriate, the person investigating may clarify or seek additional information from you, or may speak to any witnesses to events. If possible, you will receive a reply to your complaint within **one month** or in any event as soon as reasonably possible thereafter; this should describe the nature of your complaint, action taken to investigate it, the conclusions from the investigation and any action taken as a result of your complaint. It will also explain what you should do if you are not happy with the decision and how to progress your complaint to stage 2.

Stage 2

If you feel your problem has not been satisfactorily resolved at Stage 1, you should notify the **Chair of the Management Committee** that you wish to take it further. This should be done within **two weeks** of receiving the response from stage 1.

The **Chair of the Management Committee** will use his/her best endeavours to acknowledge your complaint within a week and will tell you when you can expect a reply. This should be within **one month**. If this is not possible for any reason, a progress report should be sent to you with a new date when the investigation should be completed.

The **Chair of the Management Committee** may investigate the facts of the complaint himself/herself, or may designate a senior person to do so. He/she may review all the paperwork of the complaint or may speak to the person who looked into the complaint at stage 1. If the complaint relates to a specific person, he or she should be informed and be given a further opportunity to respond.

The reply you receive will inform you of the action taken to investigate the complaint, whether it has been upheld or not, and any conclusions or action taken as a result of the complaint. You will also be informed how to progress to the next stage if you do not feel the problem has been satisfactorily resolved.

Stage 3

If you are not happy with the outcome of stage 2, you must inform the **Chair of the Management Committee** within **two weeks** of receiving the response.

A panel of 3 or, if 3 are not available 2 **Committee Members/ Trustees** will be convened, not including the person who investigated at Stage 2. You will be invited to attend a meeting with them to discuss your complaint. The panel will consider all previous information and may wish to speak to staff/volunteers involved. The panel will use its best endeavours to send a written decision to you within one month. The decision taken at this stage is final.

Complaints about the Chair of the Management Committee

If you have a complaint about the **Chair of the Management Committee**, your complaint should be put in writing and sent to the **Coordinator**. He/she will refer it to one of the other **members of the Management Committee**. That Committee Member will use his/her best endeavours to acknowledge your complaint within one week. He/she will convene a panel of 3 or, if 3 are not available, 2 **Committee Members** which will **not** include the **Chair**. The panel will consider the complaint, which will include speaking to the **Chair**. You may be invited to attend a meeting with them to discuss your complaint and they may also wish to speak to any staff/volunteers, who might have been involved in or with the subject matter of the complaint. The panel will use its best endeavours to send a written decision to you within one month. The decision taken will be final.

Variations to the complaints procedure

The **Management Committee** may vary the procedure for good reason. This may be necessary to avoid a conflict of interest or to ensure an independent investigation, for example.

Monitoring and learning

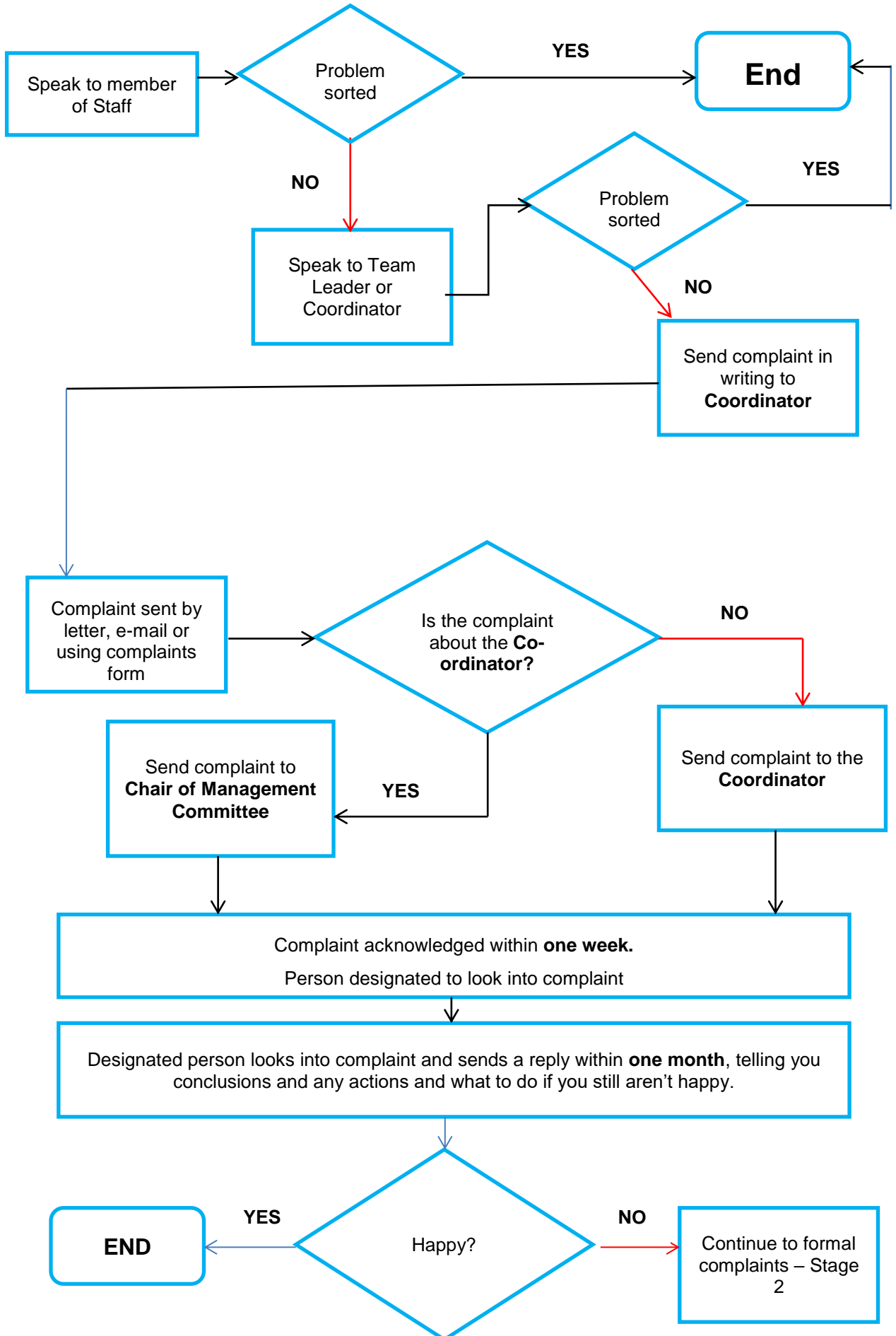
Complaints will be recorded and reported to the next meeting of the **Management Committee**. Complaints are reviewed annually to identify any trends or need for further action to improve the service.

Written records of all complaints, including any written legal or insurance responses, will be held by the **Chair** of the **Management Committee** in a confidential file.

The Hall Green and Smith's Wood Child Contact Centres are both accredited members of the National Association of Child Contact Centres (NACCC). If after this procedure has been carried out you are still not happy with the response, then you may write to the **Chief Executive, NACCC, 2nd Floor, Friary Chambers, 26-34 Friar Lane, Nottingham NG1 6DQ**. However it should be noted that the role of NACCC in such cases will be to facilitate a satisfactory conclusion to the complaint rather than to conduct a formal investigation. As a membership organisation NACCC has no responsibility for the staffing or day to day running of member centres. However they do advise, support and accredit centres and require member centres to work to the highest standards.

COMPLAINTS FLOW CHART

INFORMAL COMPLAINTS STAGE 1



COMPLAINTS FLOW CHART

FORMAL COMPLAINTS STAGE 2

Notify **Chair of Management Committee** within **14 days** that you wish to take it further.

Chair of Management Committee acknowledges receipt within **one week** or tells you when you will receive a reply (usually within **one month**)

Chair of Management Committee appoints senior person to investigate or undertakes it him/herself

Investigator looks at papers from Stage 1 and may discuss with person who looked into it

Is the complaint about a specific person?

YES

Inform person and give them opportunity to respond

NO

Results of investigation sent to person complaining; to include conclusion, any action taken and what to do if still not happy.

Happy?

NO

END

Inform **Chair of the Management Committee** and continue to Formal Complaints Stage 3.

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FORMAL COMPLAINTS STAGE 3

Notify **Chair of Management Committee** within **two weeks** that you wish to take it further

Chair of Management Committee will convene a panel of **Committee members** (usually 3 but, if 3 not available 2, not including the person who investigated at Stage 2)

Invitation sent to Complainant to attend meeting to discuss

Panel looks at all papers and may speak to Staff or Volunteers involved.

Meeting held to discuss with complainant.

Panel decides on conclusion and any action and informs the Complainant within **one month**

Final Decision

END



Write to Chief Executive of NACCC.