

Kings Lynn Child Contact Centre

Complaints Policy and Procedures

Kings Lynn Child Contact Centre (KLCCC) aims 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 Co-ordinator / Deputy Co-ordinator on duty on the day. If you prefer, you can make an appointment with the Co-ordinator / Deputy Co-ordinator and they 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. There are three stages to the **KLCCC's** complaints procedure:

Stage 1

Your complaint should be put in writing and sent to the Co-ordinator / Deputy Co-ordinator. You may write a letter or send an email at klynnccc@gmail.com.

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 Co-ordinator / Deputy Co-ordinator will acknowledge your complaint as soon as possible. They will tell you who is dealing with it and when you can expect a reply. They will delegate an appropriate person to look into the complaint and to take appropriate action – this will usually be the Co-ordinator or the Deputy Co-ordinator. They will attempt to resolve the issues that you have raised.

If your complaint is about the Co-ordinator or the Deputy Co-ordinator you may send your complaint to the Chair of the Management Committee (see stage 2 below), marking it 'Private and Confidential'.

Your complaint will be investigated by a person designated by the Chair, 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. The reply will

- a. set out the complaint so that you can be sure that it has been understood.
- b. describe the event and circumstances surrounding them and how the the person that you have complained about has responded.

- c. set out the findings and the reasons given for the decision. If the complaint is accepted to be fair and reasonable, offer an apology and explain the steps that will be taken so as to avoid a similar situation happening again.
- d. If the complaint is not accepted an explanation as to why it is not accepted will be given.

Stage 2

If you feel your problem has not been satisfactorily resolved at Stage 1, you should notify the Chair or the person that dealt with the complaint that you wish to take it further. This should be done within 14 days of receiving the response from stage 1.

The Chair person will acknowledge your complaint within a week and will tell you when you can expect a reply. This should be within four weeks. 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 may investigate the facts of the complaint themselves, or may designate another senior person to do so. They 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, they 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 within 14 days of receiving the response.

The chair of the Management Committed Committee will pass the papers onto another Committee member who will ask for another committee member to joint them to form a panel to investigate. 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. A written decision will be sent to you within one month. The decision taken at this stage is 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.

Kings Lynn Child Contact Centre is an accredited member of the National Association of Child Contact Centres. 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, 5 Russell Place, Nottingham, NG1 5HJ

NACCC will not re open the matter or carry out further investigation however they will check that suitable procedures have been followed.

Reviewed April 2022

