

Chesterfield Child Contact Centre

Complaints Policy

All complaints will be taken seriously and dealt with promptly.

All parties involved will be listened to and a record made.

Complaints will be investigated thoroughly and the events/circumstances surrounding them looked into carefully .

We will decide what steps can be taken to avoid a similar situation arising again.

Appropriate support will be offered to everyone involved.

It should be remembered that....

- Emotions are high and parents are sometimes just looking for 'someone to blame'
- all referral forms should be fully completed before referral is accepted.
- users / referrers will be made aware of what our Child Contact Centre rules are and what we can and cannot do [the relevant leaflets and users agreement] .
- evaluation forms will be given to users so that we get some feedback on how our Child Contact Centre is being run.

Praise procedure

All verbal praise to be recorded in team leaders report, written praise to be attached to it

Complaints Procedure

Chesterfield Child Contact Centre aims to provide families and referrers with the best possible service. However, from time to time there are occasions when users of our service may feel that the quality or level of service provided falls short of what can reasonably be expected. Your continued involvement and goodwill is of great value to us. If you have a complaint, we would like you to tell us about it.

If as a result of a complaint made to the Child Contact Centre, any of the parties involved think it would be helpful to consult with the National Association of Child Contact Centres (NACCC) then they can do so. However, the role of NACCC in such cases will be to facilitate a satisfactory conclusion to the complaint rather than to conduct a formal investigation.

All complaints will be dealt with as speedily as possible. The procedure is designed to establish the facts quickly and to deal with the matter fairly.

- 1. Complaints should be made initially to the Team Leader. If possible, the complaint should be resolved by the team leader (and a brief summary put on the team leaders report) but if it cannot be satisfactorily resolved there and then, brief written notes of the complaint and the circumstances that led to it should be made in or to go with the team leaders report and the complainant should sign the notes.***
- 2. Any Team leaders report including an unresolved complaint will be passed to the Manager at NCH, Liz Ralph, who will then investigate the circumstances in so far as the Child Contact Centre is concerned making notes, which should be signed and dated.***
- 3. The Manager at NCH*** will then discuss the matter with the complainant and will attempt to resolve the issues to the satisfaction of all concerned.
- If this is not possible the complainant will be invited to submit details in writing within 7 days to the Chair of the Management Committee who will acknowledge receipt of the complaint. If the Chair is involved then this will be done by the Vice Chair
- The Chair or Vice Chair of the Management Committee will investigate the complaint and send a full written reply within 30 days, or explain why further time is necessary.

The reply will:

- a) Set out the complaint so that the complainant can be sure it has been understood.
- b) Describe the event and circumstances surrounding them.
- c) Say whether or not the complaint is deemed to be fair, giving reasons for the decision. It should be noted that if such an admission could have legal / insurance implications the Chair/Vice Chair of the Management Committee will have taken legal advice or contacted the insurers before writing.
- d) Apologise on behalf of the Child Contact Centre (if the complaint is deemed to be fair) and explain the steps it has taken to avoid it happening again.
- e) Notify the complainant that if he/she is not happy with this decision, then he/she must notify the Chair of the Management Committee within 14 days of receiving the reply that he/she wishes to take it further.
- f) If the complainant wants to have his/her complaint heard at a Management Committee of the Chesterfield Child Contact Centre, he/she will be entitled to bring a friend who can speak for the complainant, as can the person from the Child Contact Centre who is subject of the complaint (if appropriate). Three members of the Management Committee (excluding the Chair or Vice Chair who has investigated this) shall hear the complaint. Both the complainant and the person against whom the complaint has been made shall be allowed to have their say and all previous written notes and the Chair/Vice Chair's investigations shall be taken into account. A written decision will be sent to all involved as is described in paragraph 5 a-e.
- g) This decision will be final.

Recording Complaints

1. If the complaint is resolved at Stage 3 then the matter shall be reported at the next Management Committee Meeting and recorded in the minutes of that meeting.

The written records of all complaints will be held by the Chair of the Management Committee, including any written legal or insurance responses and transferred to his/her successor as a strictly confidential file.³ The records of complaints will be destroyed after 3 years ***NCH will keep a record of all verbal & written praise and complaints; these will be reviewed at the quarterly NCH/CCCC meeting to identify trends, learning or training needs***