

# Lower Earley *Family Contact Centre*

## Complaints Procedure

The Lower Earley Family 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 are 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 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.

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 Co-ordinator or Team Leader. If the complaint cannot be satisfactorily resolved there and then, brief written notes of the complaint and the circumstances that led to it should be made in the Incident Book, dated, and signed by the complainant and the Contact Centre representative.
2. These notes should be given to the Co-ordinator - or a Team Leader if the Co-ordinator was on duty at the time of the complaint – as soon as possible. They will then investigate the circumstances in so far as the Contact Centre is concerned, making notes which should be signed and dated.
3. The investigator will then discuss the matter with the complainant and will attempt to resolve the issues to the satisfaction of all concerned. If this is successful, the details of the complaint will be reported to the Management Committee.
4. However, if such resolution is not possible the complainant will be invited to submit details in writing<sup>1</sup> within seven days to the Chair of the Management Committee or, if there is a conflict of interest, another member of the Management Committee who will acknowledge receipt of the complaint.
5. The Management Committee investigator 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 it.
  - 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 Management Committee investigator will have taken legal advice or contacted the insurers before writing.
  - d) Apologise on behalf of the 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 they are not happy with this decision, then they must notify the Chair of the Management Committee within 14 days of receiving the reply that they wish to take it further.
6. If the complainant wants to have their complaint heard by the Management Committee, they will be entitled to bring a friend who can speak for the complainant, as can the person from the Contact Centre who is subject of the complaint (if appropriate). Three members of the Management Committee (excluding the Management Committee investigator) 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 Management Committee investigator's investigations shall be taken into account. A written decision will be sent to all involved as is described in Section 5 a-e. This decision will be final.

---

<sup>1</sup> If they find writing difficult, they may dictate their complaint to the investigator or a trusted third party.

7. If after this procedure has been carried out the complainant is still not happy with the response, they should send a copy of all correspondence to the Chief Executive of NACCC (or representative in their absence) so that the NACCC Complaints procedure can be carried out.

#### Recording Complaints

1. If the complaint is resolved at Section 3 above, then the matter shall be reported at the next meeting of the Management Committee and recorded in the minutes.
2. The written records of all complaints decided at Section 6 above will be held by the Chair of the Management Committee, including any written legal or insurance responses and transferred to their successor as a strictly confidential file.