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# Complaints and Compliment Policy and Procedure



## Policy

The Starting Point Centre 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 Supervisor on duty on the day. If you prefer, you can make an appointment with the Supervisor, 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 Starting Point Centre complaints procedure:

## Stage 1

Your complaint should be put in writing and sent to senior member of staff on duty. 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 senior member of staff on duty will acknowledge your complaint within 5 working days and will tell you who is dealing with it and when you can expect a reply. They will delegate an appropriate person to investigate the complaint and to take appropriate action. If your complaint is about the senior member of staff on duty you should send your complaint to the Referral Manager, 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 fifteen working days; 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 Operations Manager that you wish to take it further. This should be done within 14 days of receiving the response from stage 1.

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The Operations Manager will acknowledge your complaint within a week and will tell you when you can expect a reply. This should be within 4 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 Operations Manager may investigate the facts of the complaint themselves or may designate a senior person to do so. They may review all the paperwork of the complaint or may speak to the person who investigated 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 because 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 Director within 14 days of receiving the response. A panel of 3 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. A written decision will be sent to you within 3 weeks. The decision taken at this stage is final.

It is vital we speak to you on the phone or in person. Complaints cannot be dealt with by email alone. This relates to all stages.

### **Variations to the Complaints Procedure**

The Director 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 Board Meeting. 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 Director in a confidential file.

The Starting Point 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

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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.

### Compliments

We will be delighted if you are happy with our service and would appreciate your feedback. Children can record these in various parts of the centre. The adults can use Google review or email [referrals@thestartingpointcentre.co.uk](mailto:referrals@thestartingpointcentre.co.uk)

<b>NAMES</b>	<b>Anna Robinson</b>	<b>Gaye Walton</b>
<b>POSITIONS</b>	Director	Operations Manager
<b>DATE</b>	Nov 2023	Nov 2023
<b>DATE FOR REVIEW</b>	Dec 2024	Dec 2024
<b>SIGNATURES</b>		

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