



## Complaints Policy and Procedures

First Steps Surrey Child Contact 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 Coordinator/Manager/Team leader on duty on the day. If you prefer, you can make an appointment with the **Manager/Coordinator [Kerri Rogers]** 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 First Steps Surrey Child Contact Centre's complaints procedure:

### Stage 1

Your complaint should be put in writing and sent to the **Manager/Coordinator [Kerri Rogers]**. You may wish to fill in our complaints form below. Alternatively, you may write a letter or send an email to [contact@surreycontactcentre.org](mailto:contact@surreycontactcentre.org). 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 Manager/Coordinator** will acknowledge your complaint within **5-7 working days**, will advise you who is dealing with it and when you can expect a reply.

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 **15 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 resolved at Stage 1, you should notify the **Manager/Coordinator [Kerri Rogers]** that you wish to take it further. This should be done within 14 days of receiving the response from stage 1. You should then receive a response within 15 working days.

## Stage 3

First Steps Surrey Child Contact Centre is an a 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, 2<sup>nd</sup> 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.

## Variations to the complaints procedure

The **Management Committee/Board** 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 are reviewed annually to identify any trends or need for further action to improve the service.

Written records of all complaints will be held by the **Manager/Co-ordinator** in a confidential file.

Policy approved by: Kerri Rogers

Signature:

Role: Manager/Co-ordinator

Date:

1st January 2022



## Complaints Form

Please complete all sections of this form and return it to [contact@surreycontactcentre.org](mailto:contact@surreycontactcentre.org)

By completing this form, you acknowledge that other people might need to be informed about your complaint for the purposes of accessing additional information or ensuring the children’s welfare. These parties might include the Contact Centre, any professionals working with your family. Depending upon the nature of your complaint we might also need to make other parties with Parental Responsibility aware.

The Person Wishing to Complain.

Your Name	Address	Phone Number	Email Address

Please indicate below (with a tick) the nature of your involvement with this centre.

Child	Resident Parent	None Resident Parent	Other Family Member (Please specify)	Employee of the Contact Centre	Other (Please Specify)

Please use the space below to tell us about your complaint. Please use as much detail as possible including any names if known.



Please describe what you would like to see us do / what you think might rectify the issue.

Please use the space below to provide your Name and the date you completed this form.

Name	Date of Completion

Please send this form to [contact@surreycontactcentre.org](mailto:contact@surreycontactcentre.org)

We will acknowledge safe receipt once we have this in our possession.