



Hope for Children and their Families Charity No 1077336  
A company registered by guarantee No 03791772  
Pre-school Learning Alliance Member No 55273  
Ofsted No EY333183

ORGANISATIONAL  
Complaints/comments policy  
& procedure

## **COMPLAINTS & COMMENTS POLICY AND PROCEDURE**

H.O.P.E. 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. Feedback from those who use our services is very important to us. It helps us to evaluate how we do what we do. If you have a complaint or a comment, we would like you to tell us about it.

This policy and procedure outlines how we respond to any concerns, comments or complaints that are made. We welcome comments, complaints and suggestions for improvements from any interested parties and will use this feedback to inform our current work and the development of new services.

### **THE PROCEDURE**

#### **Making an informal comment / complaint**

We encourage everyone to speak directly to staff members if they wish to make a comment or complaint about a service they have received. There may be a member of staff that you usually see who you feel you could talk informally to. General feedback about our work can be submitted via email also to the CEO at [sarah.eardley@hopefamilycentre.org](mailto:sarah.eardley@hopefamilycentre.org)

Alternatively you can talk or write informally to a manager or CEO about your comment or complaint.

When things have been talked through you may be satisfied with the outcome. If you are not satisfied you may want to take the matter further by making a formal complaint.

#### **Making a formal complaint**

We take all complaints seriously. If you are not satisfied that your concerns or complaints have been satisfactorily addressed, you may choose to make a formal complaint to a manager of the service you are making a complaint about:

- ❖ Contact Centre – Louise Galloway, Contact Centre Coordinator
- ❖ Early Years nursery & pre-school – Rachel Cross, Early Years Manager
- ❖ Family Support – Heidi Mulholland, Family Support Team Coordinator
- ❖ Admin – Anna Beddows, Centre Admin Manager

The manager must let the CEO know immediately of any complaints received and agree together what action to take.

All complainants will be contacted within 7 working days of the complaint to explain next steps and how the complaint will be investigated or the outcome of any investigation carried out. Final feedback should be provided to the complainant within 14 working days of the complaint being lodged.



If the complaint is escalated to the Chair of Trustees, the Chair will review the investigation and respond to the complainant within 14 working days of the escalation to provide feedback and advise of any decisions that may have been made.

#### Complaints about colleagues or centre users

If you are a member of staff who wishes to complain about a colleague please refer to our Disciplinary & Grievance policy and procedure.

If you are a member of staff who wishes to raise a concern or complain about a centre user the same procedure above applies.

#### Early Years complaint

If you wish to complain about a matter relating to Early Years and you are not satisfied with the outcome of your complaint, you may wish to contact Ofsted. Their helpline telephone number is: **08456 404040**.

#### Child Contact Centre complaint

If you wish to complain about a matter relating to our Child Contact Centre and you are not satisfied with the outcome of your complaint, you may wish to contact National Association of Child Contact Centres using the following link <https://www.naccc.org.uk/contact-us> or by phoning 0115 948 4557. 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.

### DEPARTMENTAL TRAIL FOR COMPLAINTS

#### Early Years

Early Years Manager  
Chief Executive  
Chair of Trustees  
OFSTED

#### Organisational

Line Manager/ Department Manager  
Chief Executive  
Chair of Trustees

#### Child Contact Centre

Contact Centre Coordinator  
Chief Executive Officer  
Chair of Trustees  
National Association of Child Contact Centres



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## **Complaints that are a Safeguarding matter**

Any allegation that is of a Safeguarding matter must be reported immediately to the designated H.O.P.E Safeguarding Lead/Officers, or in their absence, a member of the senior management team. Please see the related policy and procedure on Safeguarding located in Q:\HOPE CENTRE POLICIES AND PROCEDURES\SAFEGUARDING or ask at reception for a copy of the policy.

If the allegation suggests that a child or adult is at immediate risk of serious harm, then contact should be made with the appropriate team/service:

- The appropriate Referral & Assessment team: 01432 261628
- Out of Hours Duty team: 01905 768020
- Police

At this point the Chief Executive will send the member of staff home, and immediately contact The Chair of Trustees and if appropriate to set up a meeting as to whether to suspend the member of staff.

## **Implementation, monitoring and review of this policy**

This policy applies to all employees.

The Trustees and CEO have overall responsibility for monitoring this policy, which will be reviewed on a regular basis following its implementation and may be changed from time to time.

Any queries or comments about this policy should be addressed to CEO.

## **Responsibilities:**

**Trustee: monitors implementation of policies; reviews and approves Charity policies**

**CEO: Manage the implementation and review of all Charity policies**

Date of review: July 2018

Adopted by the Board: July 20189

Next review: July 2019