

COMPLAINTS POLICY & PROCEDURE

- 1.0 Parenting 2000 is committed to providing high quality support and services. In order to do this Parenting 2000 actively seeks feedback from service users, members of the public, partner organisations and personnel.
- 2.0 Parenting 2000 does recognise that there may be occasions when people may be not be satisfied with the service they have received. In these circumstances the person concerned will be made aware of the complaints policy.
- 3.0 As part of this commitment it is the responsibility of all personnel to raise awareness of the existence of the Complaints Policy and Procedure. This ensures that when individuals are dissatisfied with the work of Parenting 2000 they are aware of their right to complain.
- 4.0 Parenting 2000 welcomes any complaint made against personnel, its services, or activities and views it as an opportunity to learn and develop. When a complaint has been made the complainant can expect it to be fully investigated and to be informed of the outcome.
- 5.0 Parenting 2000 places great emphasis on achieving local resolution of complaints quickly and courteously.
- 6.0 Parenting 2000 recognises that making a formal or informal complaint is a difficult undertaking for many people and as a result information should be provided to complainants about potential support from independent advocacy organisations, where available, to assist them through the process. This is dependent on reciprocal arrangements between local advocacy services. The independent advocate should be allowed to interview the complainant and other interested persons. They should also have access to case records. In all cases it should be verified that the independent person has permission to speak for the complainant.
- 7.0 Parenting 2000 believes that any failure to act quickly will lead to an aggravation of the problem.
- 8.0 A complaint is defined as any expression of dissatisfaction about Parenting 2000, its activities, personnel or Governing Body which requires a response. Complaints may also concern discrimination, provision of inaccurate information, delays, poor facilities, unacceptable policies or accusations of theft, physical, financial, emotional, psychological or sexual abuse.

- 9.0 It is recognised that it is up to the Complainant to decide whether and which way to proceed with the complaint.
- 10.0 Parenting 2000 acknowledges that the nature of any serious complaint may result in criminal proceedings for example in the case of Health and Safety.
- 11.0 Parenting 2000 will appoint a designated Complaints Officer.
- 12.0 If the Complaint is minor in nature the aim should be to resolve the issue informally to the satisfaction of the complainant by either the appropriate Line Manager or Complaints Officer.
- 13.0 All personal information or case records relating to complaints will be treated in confidence and in accordance with the requirements of the Data Protection Act. Information will only be disclosed to those people with a need to know to enable them to investigate the complaint.
- 14.0 A copy of the Complaints Policy will be prominently displayed, be made available on the website where applicable and leaflets will refer to the policy. It should also be brought to the attention of all service users, stake holders and funders.
- 15.0 All personnel will be made aware of this policy.
- 16.0 All contact with the complainant should be courteous, respectful and polite.
- 17.0 Complainants should be assured that making a complaint will not compromise the provision of any future services or support.
- 18.0 The Line Manager will establish if the complainant has any kind of special needs which requires them to have additional support during the complaints process.
- 19.0 Complainants should be informed of their right to inform the Charity Commissioners of their complaint.
- 20.0 In the case of serious complaints the Chief Executive may need to seek legal advice.
- 21.0 The Chief Executive will notify the Governing Body of any complaints.

PROCEDURE

- 1.0 The complaints policy is available to be downloaded from our website.
- 2.0 Complaints can be made by letter, phone, email or personal contact.

- 3.0 This procedure can be used by any person or organisation wishing to make a complaint about the work of the organisation or individual member of personnel.
- 4.0 All complaints, no matter how seemingly unimportant should be taken seriously and the member of staff receiving the complaint should seek to address the issue immediately.
- 5.0 All complaints should be recorded on the appropriate form.
- 6.0 Parenting 2000 recognises that there are three stages in the Complaints Procedure.
 - 6.1 Problem solving
 - 6.2 Formal
 - 6.3 Review
- 7.0 It may be possible to resolve some more minor complaints in an informal and sensitive manner by the appropriate Manager.
- 8.0 At this stage the complainant may be satisfied that their views have been listened to and have no wish to take the matter further.
- 9.0 The complaint should be recorded and passed to Parenting 2000 Chief Executive.
- 10.0 If however, the complainant wishes to take the issue further the complaints form should be completed immediately and sent to the Chief Executive within five working days. Any personnel or departments involved to be notified that the complaint has proceeded to “Stage One-Problem Solving- Local Resolution”
- 11.0 Stage One- Problem Solving- Local Resolution.**
 - 11.1 On receiving the completed form the CEO will send a copy to the Appropriate Manager.
 - 11.2 The Manager will investigate the complaint and may invite the complainant to a meeting to discuss the issue. Following the investigation the Manager will respond to the complaint and this will be forwarded to the Chief Executive.
 - 11.32 The Chief Executive will report back to the complainant within two weeks. If the complainant is satisfied at this stage no further action may be necessary.

12.0 Stage Two - Formal

- 12.1 If however the issue has not been resolved the Chief Executive or a Senior Manager will further investigate the complaint. The Complainant should be informed of the process.
- 12.2 This process will also be followed if the complainant wishes to go straight to the Formal stage.
- 12.3 Following the investigation the appointed Senior Manager will report back to the Chief Executive. Full records of all findings should be kept.
- 12.4 Under normal circumstances the Chief Executive will respond within (28) days giving a full explanation of the decision and informing the complainant of their right to have the complaint looked at by a panel within (28) days of the receipt of the letter. If the Chief Executive cannot respond within (28) days an explanation should be given.
- 12.6 If the complainant is satisfied with the outcome no further action will be necessary.

13.0 Stage Three – Review with Trustees

- 13.1 If the Complainant is not satisfied, the Senior Manager will consult with a trustee who will within (28) days review the complaint.
- 13.2 They will reach a decision on its findings and report them in writing within (3) working days to the Senior Manager who in turn will report to the Chief Executive.
- 13.3 The Chief Executive will respond to the complainant as soon as possible and within (7) working days.
- 13.4 It is hoped that the complaint will be resolved by the end of Stage Three. However, if the complainant is not satisfied they should be informed of their right to contact the Charity Commission.

