



## CCCC – Complaints Policy

### 1. Purpose

The purpose of this policy is to explain how the Chichester Child Contact Centre (CCCC) plans to deal with feedback in the form of complaints and compliments.

### 2. Aim

- To outline the three-stage procedure for complaints
- To outline how compliments will be recorded
- To outline the procedure for receiving compliments

### 3. Introduction

CCCC aims to provide families and organisations supporting referrals with the best possible service. However, from time to time there are occasions when individuals feel that the quality or level of service provided falls short, of what can be expected. We value transparency and welcome constructive feedback, including complaints, comments and suggestions, as they help us improve what we do.

If you have a complaint, we encourage you to share it with us so we can work together toward a resolution.

**Note:** Complaints should be submitted within three months of the incident. We are unable to investigate complaints made anonymously.

### 4. Complaints Procedure

All complaints will be dealt with as quickly as possible. Our procedure is designed to establish the facts quickly and to deal with the matter fairly.

Ideally, complaints should initially be made informally to the Centre Manager (coordinator) or Team leader on duty if they are not available. If the complaint cannot be satisfactorily resolved then and there, the following steps should be taken:

**Stage 1** – The basis of the complaint should be put in writing and directed by post or email to the Coordinator (Becca Dickenson) or the Deputy Coordinator / Team Leader, if the complaint is about the Coordinator. The Coordinator/Deputy Coordinator or Team Leader will acknowledge the complaint within 5 days and investigate and endeavour to return a response within 21 days, with the aim of resolving the issues.

**Stage 2** – If the response is deemed unsatisfactory, the complainant has 7 days from receiving the Coordinator's response to escalate their complaint to the chair of the management committee (Anne Briggs or Marion Gibbs in her absence) who will investigate and endeavour to offer a response within 21 working days.

**Stage 3** – If the person making the complaint wants to appeal the chairs decision, they have 14 days to outline the reasons why they would like the complaint escalated. This will then be reviewed by a panel,



made up of three members of the management committee. The panel will reply in writing within 28 working days, setting out the findings and final outcome. However, there may be occasions when additional time is necessary.

**A reply will include:**

- A description of the events and circumstances involved.
- A decision on whether the complaint is upheld, with reasons. If the response includes an admission that could have legal or insurance implications, the Chair will have sought appropriate advice before replying.
- An apology from CCCC (if the complaint is upheld), along with steps taken to prevent a recurrence.
- Information on how to escalate the complaint further, if the complainant is not satisfied. They must notify the Chair of the Management Committee within 14 days of receiving the reply.
- If the complaint is escalated to the Management Committee, the complainant may bring an advocate. The person the complaint is about may also be represented. Three committee members (excluding the Chair) will hear the case, consider all previous notes and investigations, and issue a written decision covering all the points above.
- If the complainant remains dissatisfied after this process, they may forward all correspondence to the Chief Executive of NACCC. NACCC's role is to review the Centres process, they will not overturn the decision / or carryout a formal investigation.

## 5. Recording complaints

It is important that formal complaints are captured and reviewed by the management committee so that lessons can be learnt and plans can be put in place to mitigate repeat issues. To support this activity the coordinator will:

- Report any formal complaints at the next Management Committee Meeting so that it can be discussed and recorded in the minutes of that meeting.
- Ask that the Chair retains any written records of all complaints for three years, including any written legal or insurance responses, and transferred to his/her successor as a strictly confidential file.

## 6. Compliments

CCCC values positive comments / feedback from families and organisations with whom they are working. Compliments are recorded through a variety of methods, phones, in person, email, surveys or as part of a review to enable us to report on findings. Compliments enable the Centre to:

- Understand what the Centre / individual is doing well and how the services is making a difference
- Provide positive feedback for people paid or unpaid
- Influence the continued development of what the centre does and how it is delivered

All compliments will be shared with the person / people involved.



**Note:** NACCC is a membership organisation and does not oversee the staffing or daily operations of individual centres. However, it provides guidance, support, and accreditation and expects all member centres to uphold the highest standards.

## 7. Compliments

If required, please use and return the complaints form to the relevant individual within CCCC. This can be by email / post:

**Coordinator:** [Coordinator@chichesterchildcontactcentre.org](mailto:Coordinator@chichesterchildcontactcentre.org)

**Address:** Chichester Child Contact Centre, Christ Church, Old Market Avenue, Chichester, Po19 1SW

Your Name	
Children's name (if relevant)	
Your relationship to the child (if relevant)	
Address (including postcode)	
Daytime & evening telephone numbers	
Please give details of your complaint, including whether you have spoken to anybody at the Centre about it.	
What actions do you feel might resolve the problem at this stage?	
Are you attaching any paperwork? If so, please give details.	
Signature:	



Date:	
Office Use	
Date acknowledgement sent:	
By who:	
Complaint referred to:	
Date:	