

Complaints Policy & Procedure

Littlehampton Child Contact Centre aims to provide families and referrers with the best possible service. We value openness and honesty and your opinions, comments and/or suggestions, which could help us to improve services, are always very welcome. Sometimes, however, we may get things wrong and you have the right to make a complaint.

Stage 1

Minor concerns should be discussed in an informal manner with the Duty Team Leader, who will aim to resolve the matter as quickly as possible.

Stage 2

If a complaint is of a more serious matter or cannot be resolved satisfactorily there and then, the basis of the complaint must be put in writing and emailed to the Co-ordinator – Jackie Roberts, Itonchildcontactcentre@gmail.com.

There is a complaint form that can be requested and this can be sent by post or electronic means.

Alternatively, if the complaint is about the Co-ordinator, the form can be sent to the Chair of the Contact Centre by post clearly marked to 'The Chair', Littlehampton Child Contact Centre, c/o Littlehampton Baptist Church, Fitzalan Road, Littlehampton. BN17 5NY.

Please note, we will not normally investigate anonymous complaints or complaints referring to an incident(s) older than three months.

The Co-ordinator/deputy Co-ordinator will aim to acknowledge the complaint within 7 working days. The matter will then be investigated and we will attempt to address the concerns. A full written reply will be sent as soon as possible.

Stage 3

If the complainant is not happy with the responses to stages 1 and/or 2 then, within 14 days of receiving the reply, they may notify the Chair of the Management Committee by post clearly marked to 'The Chair', Littlehampton Child Contact Centre, c/o Littlehampton Baptist Church, Fitzalan Road, Littlehampton. BN17 5NY. Alternatively notification can be emailed to the Chair at Itonchildcontactcentre@gmail.com

The Chair (or other designated member of the Management Committee will review the complaint and will provide the complainant with a full explanation of their decision and the reason(s) for it, in writing, as soon as possible.

Escalation

The response will also advise the complainant of how to escalate their complaint should they remain dissatisfied. For example, Local Authorities or other referring bodies and/or LADO and the ICO, whichever is applicable.

If, after this procedure has been carried out, the complainant is still not happy with the response, they may write to the Chief Executive of NACCC (or representative in his/her absence). However, it should be noted that the role of NACCC in such cases is to review whether Littlehampton Contact Centre adhered to this policy. NACCC will not reinvestigate the substance of complaints or overturn any decisions made.

As a membership organisation NACCC has no responsibility for the staffing or day to day running of member centres. Further information can be found at <https://naccc.org.uk/for-parents/making-a-complaint/>.

Written replies will:

- a) Set out the complaint so that the complainant can be sure it has been understood.
- b) Describe the event and circumstances surrounding the complaint.
- c) Set out the findings, giving reasons for the decision.
- d) Apologise on behalf of Littlehampton Child Contact Centre if the complaint is upheld and explain the steps it has taken to avoid it happening again.
- e) Notify the complainant that if he/she is not happy with this response then, within 14 days of receiving the reply, he/she must notify the Chair of the Management Committee that he/she wishes to take the matter further.

Recording complaints:

- 1. All complaints will be recorded.
- 2. Stage 2 complaints shall be reported at the next Management Committee Meeting and recorded in the minutes.
- 3. The written records of all complaints will be held by the Chair of the Management Committee for three years, including any written legal or insurance responses, and transferred to his/her successor as a strictly confidential file.