



## COMPLAINTS POLICY – CONTACT CENTRE

DATE: April 2024

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VERSION: 1



## **Overview**

Swan Family 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. The aim is to deal with any complaint as quickly and effectively as possible in a professional, confidential and sensitive manner.

This policy is in place to ensure any of our customers, services users or anyone else affected by our services can make a complaint. This policy will provide a clear understanding of how complaints are dealt with and provide details of who is responsible in dealing with complaints and safeguarding allegations.

Swan Family will always remain fair and unbiased during any investigations.

As Swan Family is accredited by the NACCC it is natural some complaints may be made via the governing body; the NACCC is there to ensure standards are kept high within our centres and therefore play an important part of identifying any improvement areas within our service. Complaints made via the NACCC are passed to our Senior Management team and dealt with via our complaints policy.

## **Scope**

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 Team Leader on duty on the day. If you prefer, you can make an appointment with the Centre Manager, 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.

Formal complaints should be made to Swan Family within 12 months of when a customer feels that something has gone wrong. Swan Family aim will be to resolve the issue quickly at the first point of contact. Complaints must be made in writing by email or letter.

All complaints received from a client, service user or other person are sent to the Centre Manager who will then decide on the severity of the complaint. In cases where it is a minor complaint, the centre manager will deal directly with all parties involved. In cases where it is a serious, major or safeguarding complaint, the complaint will be forwarded to the Support Services Manager [swanfamily.org.uk](mailto:swanfamily.org.uk) ([Support.services@swanfamily.org.uk](mailto:Support.services@swanfamily.org.uk)) for the attention of the Director of Contact Services

## Procedure for a Complaint

1. Within 3 working days of receipt of a complaint, the centre manager, Support Services manager or Director of Contact Centres will acknowledge the complaint. In practice this should be dealt with immediately or as soon as possible.
2. The complainant will be contacted to obtain a full description of the complaint or allegation that has been made.
3. A full statement of events will be requested in writing from the person in question and a meeting must be conducted to discuss the incident in detail.
4. The centre manager, or relevant manager will carry out a full investigation.
5. The Manager will assess whether the person in question is to be removed from future assignments until an investigation has been concluded.
6. Depending on the outcome of the complaint or allegation the relevant professional body may need to be informed.
7. The relevant manager shall provide regular updates to the complainant until an appropriate outcome has been confirmed.
8. All correspondence must be kept on file and must be easily accessible.
9. If you are not happy with the outcome of the investigation, please put your reasons in writing to [support.services@swanfamily.org.uk](mailto:support.services@swanfamily.org.uk) within 14 days of receiving the outcome.
10. Further investigations will be completed, and you will be informed of the outcome.
11. All complaints will be recorded on monitoring spreadsheets and presented to the Local Authority monthly, quarterly and annual Contractual Meetings, with findings and action taken.



