

Within this policy, Swan Family Centres will be referred to as 'the Company'

Complaints Policy

Purpose

This policy aims to ensure all complaints are handled in a professional, transparent, and timely manner. Our goal is to resolve issues effectively while maintaining trust and supporting positive outcomes for children and families.

Scope

This policy applies to all service users, visitors, and stakeholders of the company. Complaints can be about any aspect of our service, staff, or operations.

Principles

- Complaints are taken seriously and handled with fairness, impartiality, and confidentiality.
- Complaints will not negatively impact the service provided to the complainant.
- We strive to resolve complaints at the earliest stage possible.

How to Make a Complaint

Complaints can be made in writing, verbally, or electronically:

- Email: hr@swanfamily.co.uk
- In-person: Speak with a staff member or request a meeting with the Centre Manager.

If the complaint is verbal, it may be documented by staff for record-keeping and confirmation with the complainant.

Complaints Process

Step 1: Initial Feedback and Resolution

- Raise the issue directly with a staff member.
- Many complaints can be resolved informally and quickly.

Step 2: Formal Complaint

- If the issue is not resolved informally, a formal complaint can be submitted to the Centre Manager.
- Acknowledgment of receipt will be sent within 7 working days.

Step 3: Investigation

- The complaint will be investigated by the Centre Manager or a designated investigator.
- The investigation will aim to be completed within 14 working days.

Step 4: Response

- A written response will be provided, outlining findings, decisions, and any actions taken.

Step 5: Appeals

- If dissatisfied with the outcome, an appeal can be made to the appeals manager whose details will be available in your outcome letter within 5 working days.

Record Keeping

All complaints, investigations, and outcomes will be recorded and securely stored for 3 years in line with our data protection policy.

Review of Complaints Policy

This policy will be reviewed annually or following any significant changes to ensure it remains effective and up to date.