

Home-Start Surrey Heath (Home-Start)



Complaints Policy and Procedure

Policy Statement

Home-Start is committed to developing the quality of its services. The Complaints Procedure enables referrers, other stakeholders (e.g. volunteers) and families being supported by Home-Start to make complaints about the service and to have their complaints considered.

A complaint, in the context of the Procedure, means: *'the expression of dissatisfaction with the service provided and the wish to have that dissatisfaction recorded and/or considered for improvement of the service and for the removal of dissatisfaction'*.

Procedure

Who this procedure relates to

- Any member of a family being visited or a representative on behalf of a family being visited
- A Referrer /referral agency representative
- Other relevant stakeholders e.g. volunteers

The Disciplinary Procedure is used by the employer when an employee may be in breach of the terms of employment. However, an investigation of complaints may lead to disciplinary issues.

Who this procedure does not relate to

- a) Employees of Home-Start: The Complaints Procedure is separate and distinct from the Grievance and Disciplinary Procedures which enables employees to raise grievances in connection with their condition of employment and other employment-related matters.
- b) The Disciplinary Procedure: is used by the employer when an employee may be in breach of the terms of employment. However, an investigation of complaints may lead to disciplinary issues.

Responsibility of staff and volunteers

Home-Start staff and volunteers need to be sensitive and helpful to families, and those acting on their behalf, who express a concern. This is part of Home-Start's commitment to a high quality service. Staff should give information about the Complaints Procedure and help complainants to understand and use it.

Staff and volunteers must advise families who feel that they may have been subject to any discrimination that they also have the right to use the provisions of the Equality Act 2010. **There should be no delay in giving this information since there is a three month time limit for making applications under the Act.** However, it is up to the person concerned to decide whether to use that process and it is advisable for them to take specialist advice before proceeding.

The senior worker within the scheme is responsible for ensuring the smooth working of the Complaints Procedure.

If a complaint is related to the Senior Manager, a designated trustee will be the main point of contact until after an investigation is complete.

Time Frame and Recording Requirements

1	Anyone wishing to make a complaint will be informed about this procedure and will be sent a complaint form (appendix 1).
2	If a letter of complaint has been received this will be attached to a complaint form.
3	All complaints received will be acknowledged within 5 working days and a copy sent to the chair of the trustee board. All complaints will be recorded on the Complaints record form (Appendix 2) and retained.
4	Once the complaint has been acknowledged it will be investigated. Investigators appointed and will normally meet within 15 working days of complaint being acknowledged. The timescale of resolving the complaint will be confirmed to the complainant as aiming to provide a response within 25 working days . Investigation commences.
5	Snr Manager discusses complaint with chairperson - result of investigation sent to complainant and

	recorded with complaint.
6	If complainant still dissatisfied - meeting of trustees called within 15 working days of receipt - final response sent after meeting. Appendix 3 record completed and retained.
7	The trustee board will be notified of all complaints and all follow up actions

Date procedure and Procedure adopted:

----- November 2017

Signature of Chair:

-----  5/12/17 .

Date procedure to be reviewed

----- November 2020

Appendix 1:**To be completed by the complainant (or attached to complainants letter of complaint)**

Home-Start	Complaint No.:	Date:
Name and Address of Complainant	If the Complainant is acting on behalf of an adult member of a family please give the name and address of that person	
Name:	Name:	
Address, including post code:	Address, including post code:	
Telephone No.:		
Details of complaint		
(continue on a separate sheet if necessary)		

Appendix 2:

To be completed by the relevant person in the Home-Start scheme (usually the Home-Start organiser/co-ordinator).

Home-Start _____	Complaint No.:	Date:
Name and Address of Complainant		
Content of Complaint		
Unhappy about staff or volunteer's attitude		
Lack of care and attention by staff or volunteers		
Racial discrimination		
Lack of response to requests or messages		
Other (specify)		
Stage One	Dates	
Complaint received		
Complaint acknowledged		
Complaint recorded		
Copy to chairperson		
Written response sent to Complainant		
Stage Two (if applicable)	Dates (*or name)	
Reply by complainant to response received		
Reply acknowledged		
Reply recorded		
Copy to chairperson		
Investigation commenced		
Name(s) of person(s) investigating complaint	*	
Investigation completed, outcome recorded		
Written response sent to Complainant		

Appendix 3

Stage 3: To be completed if complainant still dissatisfied after outcome of investigation: Meeting of trustees - final response sent to complainant after meeting.

Home-Start	Complaint No.:	Date:
Name and Address of Complainant		
Written dissatisfaction acknowledged		
Written dissatisfaction recorded		
Copy to chairperson		
Special meeting - notices sent		
Special meeting - date held		
Written response sent to Complainant		