



COMPLAINTS POLICY AND PROCEDURE

Introduction

The purpose of this document is to set out for all parties concerned KidsAid's policy and procedures for dealing with complaints.

Policy Statement

KidsAid is committed to providing therapeutic services and support for children, young people and families who have experienced trauma.

We value feedback both positive and negative on all aspects of our policies, work and services, because we see this as important information to use to develop and change the way we do things so that they meet needs. Positive feedback shows when we are doing things well, and all feedback can show when things need to change.

We recognise that sometimes people may feel that the service they have received from us, or tried to receive from us, is unsatisfactory. If anyone is unhappy, they have the right to complain, either formally or informally.

KidsAid takes complaints seriously. Each complaint is treated equally, will be investigated, and dealt with sensitively. KidsAid will respond to complaints quickly.

Responsibility

It is the responsibility of the charity's board of trustees to provide oversight, and ensure arrangements are in place to implement this policy. It has overall responsibility to ensure that quality services are delivered in accordance with agreed standards, are improved where necessary, and that KidsAid seeks and responds to feedback from stakeholders.

The CEO is responsible for ensuring that the policy and the procedures in this document are implemented efficiently and effectively. All other staff, therapists and volunteers are expected to facilitate this process.

The authorised complaint investigator may be the CEO, the Development Lead/Deputy CEO, a named trustee, or the Chair.

Eligibility

Anyone using or trying to use, or with an interest in, KidsAid services can make a complaint. This

includes potential, current, and past users of the services, volunteers, professionals, and statutory bodies, etc.

However, KidsAid does not respond to abusive, or frivolous complaints.

To assist complainants, and in the interests of transparency, all complainants will be given a copy of the charity's complaints policy and procedure, or an explanatory leaflet.

This Policy and procedure can be accessed online: [Policies | KidsAid Northampton](#)

Arrangements will be made to assist complainants who do not understand the English Language.

Should the complainant wish to raise an anonymous concern they should refer to the Whistleblowing Policy.

Complaint Methods

Informal Complaints

Informal complaints are usually verbal complaints or observations made by phone or face-to-face but can be made via email or letter. It is hoped that most complaints can be resolved at this level.

KidsAid will try to resolve informal complaints by talking to or meeting with the complainant to listen to and respond to the concerns raised. This is the responsibility of the CEO, or the Development Lead/Deputy CEO when instructed.

On some occasions further investigation will be needed. If this is the case the complainant will be informed of the timescales involved before the outcome is fed back to the complainant. This should not take longer than two weeks unless there are specific circumstances, which delay investigation, in which case the complainant will be updated in writing.

The CEO will ensure that a complaint record form is completed and filed in the appropriate place. This will hold details of what the complaint was and how it was resolved. These records are kept to help the charity learn from complaints.

Formal Complaints

Formal complaints are written down. Complainants should put their complaint in a letter or email addressed to the CEO of KidsAid. If a complainant does not feel able to write the complaint down a member of staff will assist the complainant, who will be asked to confirm the facts in a written summary, which the complainant will sign. The record of the complaint will then be passed to the CEO.

A letter acknowledging receipt of the complaint and advising of timescales for investigation and response will be sent to the complainant within 7 days.

To assist complainants, and in the interests of transparency, all complainants will be given a copy of the charity's complaints policy and procedure.

The CEO will investigate the complaint or oversee the investigation when delegated to the

Development Lead/Deputy CEO.

If this is not appropriate because the CEO is involved or the subject of in the matters being investigated, the Chair of the trustee board will be called to lead or commission an investigation.

Any person is the subject of a formal complaint has the right to be kept informed in accordance with the Disciplinary Procedure where this is applicable.

Complaint Outcome

A response will normally be made within two weeks unless there are specific circumstances, which delay or cause a longer investigation. The authorised investigator will keep the complainant informed in such circumstances.

If a complainant is dissatisfied with the response to their complaint, they can write to the Chair of Trustees outlining their concerns. If the complainant does not feel able to write down their concerns, a member of staff from KidsAid can help with this.

The Chair will carry out or commission an investigation to be carried out by a trustee, and make, or authorise, make a final response as appropriate. Formal complaints and their outcomes will be summarised on KidsAid's complaint record form and stored in complaints register which will be reviewed by a subcommittee of trustees from time to time as part of the charity's measures to ensure continuous improvement of services.

Learning from Complaints and Compliments

Issues raised through complaints and comments to KidsAid are discussed at an operational level in staff meetings to inform future practice. Risks identified will be added to the risk register that will be reviewed at subcommittee and board meetings.

Complaints

KidsAid advises clients, client family members and professionals surrounding clients that they can raise any issues with their therapists or staff at any time. We also encourage feedback from those we work with by offering client, parents/carer and professional feedback forms following our support.

The information gained from feedback is used in discussions around service delivery and planning.



COMPLAINTS RECORD FORM

This form should be used to keep a record of complaints and actions taken

Date of complaint: _____

Form completed by _____

1. Complainant's Contact Details (if appropriate)

Title _____ First Name _____ Family Name _____

Address: _____

Postcode _____

Daytime

Tel no: _____

Alternative
phone
number _____

Email
Address _____

Best time to contact _____

2 Nature of the Complaint

Please record what the complaint is about giving dates and times as appropriate.

Actions Taken in Response

Please record what action was taken, by whom and when.

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Internal use

Complaint closed on: