

Complaints Policy & Procedures



Scope

In this document, the terms “we”, “us”, “our” and/or “Clear Sky” refer to Clear Sky Children’s Charity. The term “you” and/or “your” refer to all service users of Clear Sky or their advocates, to whom this policy applies. This policy may be subject to change and statutory updates at our discretion.

Policy Statement - Our commitment to you:

- We aim to resolve your complaint or concern at a local level, by addressing any issues you raise promptly, openly and honestly
- We welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services
- We want you to feel confident that you will find it easy to raise any valid concerns with us and that we will listen to you and act appropriately

Key Principles

- Our Complaints Manager is Sophia Giblin (CEO)
- We will acknowledge your complaint within two working days
- We hope that most issues and complaints can be resolved in a face-to-face meeting with the minimum of formalities
- If you feel the need to make your complaint in writing, and if we need to investigate matters further, we will aim to complete these investigations within 28 days, and will respond to you in writing

Other Information

- If we are unable to resolve your complaint to your satisfaction you may refer the matter to BACP (British Association of Counsellors and Psychotherapists)
- This policy is not part of our disciplinary process and is not designed to apportion blame, determine negligence nor provide compensation

Equality Statement

We are committed to ensuring that all of our people management policies, and their application, are free from any form of discrimination on the grounds of: race; disability; gender; gender identity; religion/belief; age; sexual orientation; or any other personal characteristics.

Complaints Procedure/Guide

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Glossary of terms used

Complaints Manager – a nominated member of staff who will deal with your complaint throughout the process.

BACP (British Association of Counsellors and Psychotherapists) – BACP are the professional body who we are registered with, and who are accredited by the Professional Standards Authority.

Roles and Responsibilities

You, as our service user, can help us by:

- Informing us at the earliest opportunity of any concerns you have so that we can attempt to resolve the issue at the earliest opportunity
- Providing any further information that we request from you as part of our investigation into your complaint

Our member of staff will:

- Only discuss confidential matters with you, or if someone is acting on your behalf, only after they have received your explicit permission for us to speak with them on your behalf
- Try to resolve your verbal complaint immediately if possible
- Will suggest a course of action to resolve the complaint and seek your agreement
- Refer your complaint to our Complaints Manager (CEO) if they cannot resolve your complaint immediately
- Act at all times in a manner that is consistent with Clear Sky's values

Our Complaints Manager (CEO) will:

- Facilitate resolution by advising you of the benefits of informal resolution where appropriate
- Make all reasonable attempts to attend on the date(s) proposed for formal meetings
- Maintain confidentiality
- Act at all times in a manner that is consistent with our values and competencies

Our Service Manager will:

- Organise and coordinate training for our staff in the way in which they deal with, and respond to complaints
- Ensure that our complaints policy training is included in the induction training for all new staff and that in-house training sessions on handling complaints will be conducted at least annually and all relevant staff will attend

General principles

- All complaints received – whether verbal or written – will be recorded in the complaints book/register
- We will take all complaints seriously and will respond to your complaint calmly, politely and sympathetically and attempt to resolve it at the earliest opportunity
- We will only discuss confidential matters with you, or if someone is acting on your behalf, only after we have received your explicit permission for us to speak with them on your behalf
- It should be noted that if your complaint raises potentially serious matters we will seek legal advice at the earliest opportunity. If legal action is recommended, any investigation under this complaints procedure will cease immediately until we are able to conclude the matter

Verbal complaints

- Where we are unable to resolve your complaint immediately, you should refer the matter to the Complaints Manager (CEO) who will attempt to resolve it
- Our member of staff or Complaints Manager dealing with your complaint will attempt to identify any action necessary to resolve the issue and will then seek your agreement
- Where we are not able to reach a successful resolution, you will be advised to send your complaint to us in writing for our further consideration
- All complaints received – whether verbal or written – will be recorded in the complaints book/register

Written complaints

- Our Complaints Manager (CEO) will acknowledge your letter of complaint in writing within two working days and will also enclose a copy of this policy and procedure
- If our Complaints Manager is unable to identify an immediate solution, they will investigate the matter thoroughly and respond to you within 28 days either in person, or in writing, providing a full explanation of their findings
- You will be advised that you may bring a friend or relative or a representative to the above meeting
- Where appropriate, we may apologise for any aspect of our service to you, where we should have performed better
- We will confirm our findings to you in writing, and will include details how to approach BACP if you are not satisfied with the outcome
- We will also record the outcome of the investigation internally, including any shortcomings identified within our service, so that we may take whatever action we are able to improve our service provision in the future
- We will review any complaints received and their outcomes at a formal business meeting, and in addition this complaints procedure will be reviewed periodically

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