



Home-Start Conwy (hereafter called 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 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 the complainant, 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 anyone who feels 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 a submission for a claim 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 is responsible for ensuring the smooth working of the Complaints Procedure.

If a complaint is related to the Senior Manager, a designated trustees 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). If a letter of complaint has been received this will be attached to a complaint form
2	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.
3	Chair of trustees will consider the complaint and respond to the complainant
4	If the complainant is not satisfied with the response an investigation will take place, normally within 15 working days of complaint being acknowledged. The timescale of resolving the complaint will be confirmed to the complainant. (Trustees should aim to provide a response within 25 working days).
5	Result of investigation sent to complainant and recorded on Appendix 3.
6	All complaints received should be reported to the full board of trustees.

Appendix 1

To be completed by the complainant (or attached to complainants letter of complaint). Please note if the complainant is being assisted please confirm that you have their permission to make this complaint on their behalf. See below.

Home-Start	Complaint No.:
Name and Address of Complainant	If acting on behalf of the complainant please give your name and address as well as that of the person you are assisting
Name:	Name:
Address, including post code:	Address, including post code:
Telephone No:	Telephone No:
I give permission for to make this complaint on my behalf: Signed.....	I confirm I have permission to make this complaint on behalf of Relationship to complainant: Signed
Details of complaint (expand or continue on a separate sheet if necessary)	

Appendix 2

To be completed by the relevant person in the local Home-Start (usually the Home-Start manager or senior organiser/co-ordinator).

Home-Start _____		Complaint No.:
Name and Address of Complainant		
Content of Complaint Brief summary of complaint – attach written correspondence if available		
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

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.:
Name and Address of Complainant	
Written dissatisfaction acknowledged	
Written dissatisfaction recorded	
Copy to chairperson	
Trustee meeting - notices sent	
Trustee meeting - date held	
Written response sent to Complainant	