



Westwood House Child Contact Centre

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NACCC Member No 282/1

Complaints Policy & Procedure

Westwood House Child Contact Centre aims to provide families and referrers with the best possible service. We value openness and honesty and your opinions, comments and/or suggestions, which could help us to improve services, are always very welcome. Sometimes however, we may get things wrong and you have the right to make a complaint.

1. Complaints should be made initially to the Co-ordinator/Deputy Co-ordinator or Team Leader who is on duty on the day in an informal manner. If the complaint cannot be satisfactorily resolved there and then, then please put the basis of your complaint in writing to the Co-ordinator. This can be sent by post or electronic means.
2. The Co-ordinator – or Assistant Co-ordinator – will acknowledge your complaint within 5 working days. They will then investigate the matter and will attempt to resolve the issues to the satisfaction of all concerned. A full written reply will be sent within 15 working days.

The reply will:

- a. Set out the complaint so that the complainant can be sure it has been understood.
- b. Describe the event and circumstances surrounding them.
- c. Set out the findings, giving reasons for the decision
- d. Apologise on behalf of the Child Contact Centre if the complaint is upheld and explain the steps it has taken to avoid it happening again.
- e. Notify the complainant that if he/she is not happy with this decision, then he/she must notify the Chair of the Management Committee within 14 days of receiving the reply that he/she wishes to take it further.
- f. Three Trustees would then consider all the previous information and speak to the complainant and the staff/volunteers involved. A written decision will be sent to all those involved.
- g. If after this procedure has been carried out the complainant is still not happy with the response, then they may write to the Chief Executive of NACCC (or representative in his/her absence). However, it should be noted that the role of NACCC in such cases will be to facilitate a satisfactory conclusion to the complaint rather than to conduct a formal investigation. As a membership

organisation NACCC has no responsibility for the staffing or day to day running of member centres, however they do advise, support and accredit centres and require member centres to work to the highest standards.

Recording Complaints

1. If the complaint is resolved at Stage 1 then the matter shall be reported at the next Management Committee Meeting and recorded in the minutes of that meeting.
2. The written records of all complaints will be held by the Chair of the Management Committee, including any written legal or insurance responses and transferred to his/her successor as a strictly confidential file.

This policy shall be reviewed on a three yearly basis by Westwood House Child Contact Centre Management Committee and amended accordingly if required. A record of the review will be recorded in the Management Committee Minutes which will be signed and dated by the Chair of the Management Committee. Subsequent new policies will only be published if amendments are made at review.

This policy has been updated and approved by the Management Committee at their meeting of March 25th 2021.

Next Review no later than November 2024.