

# HALL GREEN CHURCHES CHILD CONTACT CENTRE

(A Company limited by Guarantee)

## Complaints Policy & Procedure

**Hall Green and North Solihull Child Contact Centres** aim to provide families and referrers with the best possible service. If you have a complaint about our Centre or a member of staff, we would like to sort it out as soon as possible. Complaints can usually be resolved informally. If you feel able to, speak to a volunteer or team leader, or ask to speak to a Coordinator or the Centre Manager. If you prefer, you may call the Chair on 0121-777-9873 or send an email to [hgcccc.coordinator@gmail.com](mailto:hgcccc.coordinator@gmail.com). If you are not satisfied with an informal response, you may make a formal complaint. You are advised to submit your complaint within 7 days of the relevant incident. This will enable it to be investigated more effectively, when the circumstances of the incident will be fresher in the minds of those involved.

### **Formal Complaints**

There are two stages to the formal complaints procedure.

#### **Stage 1**

Please put your complaint in writing and send to the Chair to Hall Green and North Solihull Child Contact Centres, 93b School Road, B28 8JQ, or by email to [hgcccc.coordinator@gmail.com](mailto:hgcccc.coordinator@gmail.com). Please give details about what has happened, (including dates), what/who has caused you concern, and what you would like to happen to resolve your complaint. Receipt of your complaint will be acknowledged within 7 days and you will be informed of the next stage and time-scale. The complaint will be thoroughly investigated by the Chair who will invite you to discuss your complaint, either by phone or in person. If the complaint relates to a specific person, the Chair will interview him or her. You will receive a written response, detailing the outcome of the investigations, within one month of the receipt of the complaint, or as soon as is reasonably possible.

If you are not satisfied, you may progress your complaint to stage 2.

#### **Stage 2**

Your dissatisfaction with the response should be expressed to the Chair by phone and then put in writing, either as a letter or by email, as advised by the Chair at the time. Receipt of your complaint will be acknowledged within one week and you will be informed of the next stage and time-scale. The Chair will appoint 2 or 3 Directors to further investigate the complaint and you may be invited to attend a meeting, in person or remotely, with the relevant Directors. If the complaint relates to a specific person, the Directors involved will interview him or her, and his/her response will be considered. You will receive a written response within one month, or as soon as is reasonably possible, which will inform you of the action taken to investigate the complaint, whether it has been upheld or not, and any conclusions reached or action taken. There will be no further investigation.

## **Complaints about the Chair**

If you have a complaint about the Chair of the Management Committee, your complaint should be put in writing and sent to the Directors, Hall Green Child Contact Centre, 93b School Road, B28 8JQ. Please give details about what has happened (including dates), what has caused you concern, and what you would like to happen to resolve your complaint. Receipt of your complaint will be acknowledged within 2 weeks. 2 or 3 Directors will investigate the complaint, which will include speaking to the Chair. You may be invited to attend a meeting with them to discuss your complaint and they may also wish to speak to any staff/volunteers, who might have been involved in the subject matter of the complaint. You will receive a written response which will inform you of the action taken to investigate the complaint, whether it has been upheld or not, and any conclusions reached or action taken. There will be no further investigation.

## **NACCC**

If you believe the procedures have not been followed you can report this to NACCC. More information about how to do this is available on their website, [naccc.org.uk](http://naccc.org.uk). They will not investigate the complaint or draw conclusions about the outcome. NACCC will only review the process to reach a conclusion about whether the procedure was followed.

## **Records**

Details of all complaints and their outcomes are kept in the Centre's confidential files for 3 years.

