

Procedure for Compliments, Comments and Complaints for clients, volunteers and visitors at Birmingham Salvation Army Child Contact Centre

Compliments are positive expressions of satisfaction, confirming the service

Comments express what a person thinks – judgments about a service received. They may have been requested by the centre regarding a particular issue or is something the clients, volunteers or visitors have mentioned of their own accord. Both positive and negative comments are taken seriously but do not require a formal response.

Complaints are an expression of dissatisfaction, whether justified or not. They require a response regarding the level of service provided by the centre.

At Birmingham Salvation Army Child Contact Centre making compliments, comments or complaints will be accessible to all clients, volunteers and visitors as receiving them is a vital tool for improving our service. At regular intervals we will ask the client families to evaluate our service using child and adult reviews. Their comments will help the Co-ordinator and his Deputy to devise Moving-on procedures for each family and with their permission their comments may be placed on the website. However if the users of our service feel that the quality of our Centre falls short of what can reasonably be expected complaints will be dealt with as speedily as possible. This procedure is designed to establish the facts quickly and to deal with the matter fairly.

STAGE ONE

Complaints should be made initially to the Team Leader. If the complaints cannot be satisfactorily resolved there and then, brief written notes of the complaint and the circumstances that led to it should be made and the complainant should sign the notes.

STAGE TWO

These notes should be given to the Coordinator as soon as possible. He will then investigate the circumstances in so far as the Child Contact Centre is concerned making notes, which should be signed and dated. The Coordinator will then discuss the matter with the complainant and will attempt to resolve the issues to the satisfaction of all concerned. If this is not possible the complainant will be invited to submit details in writing within 7 days to the Chair of the Advisory Board who will acknowledge receipt of the complaint and make a record of this in the Complaints Register.

STAGE THREE

The Chair of the Advisory Board will investigate the complaint and send a full written reply within 30 days, or explain why further time is necessary. The reply will set out the

complaint so that the complainant can be sure it has been understood. It will describe the event and circumstances surrounding the complaint and say whether or not the complaint is deemed to be fair, giving reasons for the decision. It should be noted that if such an admission could have legal / insurance implications the Chair of the Advisory Board will have taken legal advice or contacted the insurers before writing.

An apology may be made on behalf of the Centre (if the complaint is deemed to be fair) with an explanation of the steps taken to avoid it happening again. The chairman's response will be to notify the complainant that if he/she is not happy with this decision, then he/she must notify the Chair of the Advisory Board within 14 days of receiving the reply that he/she wishes to take it further.

STAGE FOUR

- If the complainant wants to take it further they may ask for it to be heard at an Advisory Board Meeting of the Centre, he/she will be entitled to bring a friend, (not a legal representative) who can speak for the complainant, as can the person from the Centre who is subject of the complaint (if appropriate).
- Three members of the Advisory Board (excluding the Chair and Centre volunteers) will hear the complaint.
- Both the complainant and the person against whom the complaint has been made will be allowed to have their say and all previous written notes and the Chair's investigations shall be taken into account and a written decision will be sent to all involved.

If after this procedure has been carried out the complainant is still not happy with the response, they should send a copy of all correspondence to the Chief Executive of NACCC so that the NACCC Complaints procedure can be carried out.

Recording Complaints

If the complaint is resolved at Stage 3 then the matter shall be reported at the next Advisory Board Meeting and recorded in the minutes of that meeting. The written records of all complaints and resolutions will be recorded in the Complaints Register, including any written legal or insurance responses, included in the Co-ordinator's report then placed in a secure filing cabinet.

