

Contact

Compliments and Complaints Policy and Procedure

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1. Policy statement

- 1.1 Contact strives for high standards in service delivery and operations. It welcomes feedback from individuals, intermediaries, charities and anyone who works with us, on all aspects of our services and operation. Such feedback is invaluable in helping us evaluate and improve our work.
- 1.2 The objectives of the Contact Compliments and Complaints Policy are to:
 - ensure everyone knows how to provide feedback and how a complaint will be handled
 - ensure that complaints are dealt with consistently, fairly and sensitively within clear timeframes
 - provide users with a fair and effective way to complain about our work
 - ensure that compliments and complaints are monitored and used to improve our services.
 - ensure that stakeholders who have experienced unsatisfactory service from Contact receive an appropriate level of remedy or compensation
 - ensure that all insured losses are effectively handled by and recovered from Contact's insurers
- 1.3 Contact will ensure that we:
 - listen carefully to complaints and treat complaints as confidential, where possible
 - record, store and manage all complaints accurately and in accordance with the Data Protection Act
 - investigate the complaint fully, objectively and within the stated timeframe
 - notify the complainant of the results of the investigation and any right of appeal

- inform the complainant of any action that will be implemented in order to ensure that there is no re-occurrence
- offer an appropriate level of redress to anyone who has received inadequate level of service from CaF
- report, on a quarterly basis to the Trustee Board, the number of compliments and complaints received, the outcomes of investigations and any actions.

2. Definition of a complaint

2.1 A complaint is any expression of dissatisfaction by a stakeholder, whether justified or not.

A person may make a complaint if they feel Contact has:

- failed to provide a service or an acceptable standard of service
- delayed in providing a service
- made a mistake in the way it has provided a service
- failed to act in a proper way
- provided an unfair service.

2.2 This policy and procedure relate only to complaints received about Contact and its services. Individuals who make complaints about partner organisations will be notified in writing within three working days that they need to complain to the organisation against which they have the complaint; and will be provided with contact details, where possible.

3. Compliments and Complaints Procedure

3.1 Compliments

Any verbal or written compliments will be recorded by the member of staff receiving the compliment and be passed to the PA to the Chief Executive for recording on the Compliments Register. Any member of staff identified as being the subject or contributing to any matter giving rise to the compliment will be notified as soon as possible during the next five working days.

3.2 Complaints

There are 3 stages to the complaints procedure:

Stage One - Complaint

Stage Two - Appeal

Stage Three - Independent Review

Stage One

3.3 Contact aims to settle complaints quickly and satisfactorily by the member of staff who provides the service or the relevant manager. The complaint may be resolved informally by way of an apology, by providing the service required or an appropriate offer of redress or by providing an explanation to the user.

3.4 If the complaint involves financial loss or the risk of compensation the matter will be passed to Contact's insurers who will take over all communication with the complainant.

No Contact employee or volunteer should make any admission of liability regarding a complaint which has, or has the potential to, become an insurance claim.

- 3.5 Individuals wishing to make a complaint should contact the person who provided the service, or their manager. Alternatively they can contact Contact by emailing info@cafamily.org.uk or writing to: the Chief Executive, Contact, 209-211 City Road, London EC1V 1JN or use the form at <http://www.cafamily.org.uk>].
- 3.6 On occasions a compliment or complaint may need to be made on behalf of another person e.g. due to illness or incapacity. You will need to indicate whether the person on whose behalf you are acting is aware you are making a complaint or compliment on their behalf. The individual making the compliment or complaint on behalf of another person will need to complete the Written Compliments and Complaints Form as indicated.
- 3.7 If the user prefers to make a verbal complaint, then the person receiving the call will enter details on the 'Verbal Complaints Form'. If the user is willing to/or asks to submit a written complaint, the 'Written Complaints Form' will be sent to them on the same day, or the individual can download a copy of the form from the website.
- 3.8 On receipt, each complaint will be allocated a Unique Reference Number (URN) and logged on the Complaints Register. The URN is allocated by the PA to the CEO who then records the nature of the complaint against this number on to the Complaints Register. The Complaints Register is maintained by the PA to the CEO. Details of the complaint will be sent immediately to the senior manager within the department concerned. This manager will then appoint an appropriate person to investigate the complaint. This will normally be the line manager of the person against whom the complaint is made. If the complaint is against a senior manager then the organisations Chief Executive will appoint an investigator. If the complaint is against the Chief Executive Officer the organisations chair of trustees will choose an investigator. The form is copied to the PA to the CEO whenever any additional information is added to it so that the Complaints File and the Complaints Register can be kept up to date.
- 3.9 On occasions Contact may receive a complaint that does not require an investigation e.g. the person complaining does not want to take the issue any further but wishes to make a statement- verbal or written. In such cases the line manager of the staff member against whom such a complaint has been made has the authority to look into the statement made and speak to the staff member involved. The complaint will need to be logged on to Contact's complaints register so that a proper record is kept.
- 3.10 Complaints will be acknowledged within 3 working days. The complaints will be fully investigated and a written response provided to the complainant within 20 working days by the Investigator.
- 3.11 The Complaints Register will be updated by the PA to the CEO and any pending complaints flagged so they are followed up.

3.12 Individuals will be advised that if they are not satisfied with the response to their complaint, they may appeal within 10 working days and progress to Stage Two.

Stage Two

3.13 Contact's Chief Executive Officer will appoint a manager to investigate the matter independently and communicate the outcome and any action(s) to the complainant within 20 working days, in writing. This person may need to contact the complainant, and others to clarify the issues, conduct the investigation and explore resolution.

3.14 Occasionally, investigations may take longer, particularly if the complaint is complex. Should this be the case a holding letter will be sent within 20 working days and a final date given for a conclusion being reached.

3.15 If an individual remains dissatisfied with the outcome from Stage Two they can request an Independent Review within 14 working days and progress to Stage Three.

Stage Three

3.16 The Contact Chief Executive in conjunction with the Chair of Trustees will review the Stage Two investigation and recommend one of the following actions, within 20 working days:

- No further action is taken by Contact
- Changes to the Stage Two recommendations/actions.

3.17 The Contact Human Resources team is responsible for implementing the Compliments and Complaints Procedures.

4. Anonymous Compliments and Complaints

4.1. Compliments and complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

5. English as a second language.

5.1 If the complainant does not speak English as a first language, has Welsh as a preferred first language or has difficulties with written English the person concerned can ring our Human Resources office and they can arrange for an interpreter to talk to the complainant through the use of Language Line with whom Contact has an arrangement.

5.2 A member of the Human Resources team, or the line manager responsible for the person against whom a complaint is being made, will be responsible for making a written record of the complaint as given via Language Line. They will then explain to the complainant what the next stages of the procedure and the timescales involved are.

6. Data Protection

- 6.1 To process a complaint, Contact will hold personal data about the complainant, which the individual provides and which other people give in response to investigating the complaint. Contact will hold this data securely and only use it in relation to the complaint. The identity of the person making the complaint will only be made known to those who need to consider the complaint and will not be revealed to other people or made public by Contact. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applies or allegations are made which involve the conduct of third parties.
- 6.2 In the case of a complement any data about an individual will only be shared with that individuals permission.
- 6.3 Under the General Data Protection Regulations, individuals have a right to obtain a copy of any personal data that we hold. Any request for that information should be made in writing and not by email.. Contact will normally destroy its compliments and complaints files and therefore any individual data specifically relating to those complaints six years after the compliment has been made or the complaint closed.

For further information please see our privacy statement that can be found on our website or obtained by emailing dp@contact.org.uk

7. Recording

- 7.1 A complainant will receive confirmation in the form of a letter of the outcome of any investigation and any recommendations/remedies made, such as, staff development and training, reviewing of policies or appropriate improvement to Contact services. A copy of this confirmation is sent to the PA to the CEO who updates the Complaint Register accordingly.

8. Monitoring

- 8.1 Compliments and complaints are an important tool which, alongside data provided by exit surveys, user feedback and focus groups, allow Contact to learn about the services we provide. They provide a useful source of information about how users see our services and how we are serving our users. To ensure Contact can learn from compliments and complaints, the following data will be collected:

Compliments:

- Name and address
- Nature of the compliment
- Date of compliment
- Action(s) taken/recommendations made in response to the compliment.

Complaints:

- Name and address
- Name of person dealing with the complaint
- Date of complaint and response date
- Nature of complaint
- Action(s) taken/recommendations made in response to the complaint
- Lessons learnt.

8.2 Compliments and complaints information will be considered on a regular basis by the Contact Management Team and reported quarterly to the Contact Trustee Board.

9 Third party complaints handling quality assurance

Where the nature of a complaint is covered by the regulations of a third party which offers accreditation for the service provided and which may exert requirements on the nature and delivery of the complaints policy Contact will endeavour to operate its complaints policy in accordance with these requirements

e.g. Contact is a member of the Fundraising Standards Board and its fundraising complaints policy must be in accordance with FRSB guidelines including the right of referral of a fundraising complaint to FRSB for final adjudication.

- Policy and Procedure adopted: 2009
- Last review September 2018
- Next Review date due September 2019

Contact

Written Compliments and Complaints Form

This is a: Compliment

Complaint

CaF Reference:

Name

Date

Address

.....

Post code.....

Tel:

Email:

If you are writing on behalf of someone else please write that person's name here:

Name

Relationship to individual

Your contact details.....

Are they aware that you are writing on their behalf? Yes / No

Please give full details below, including dates and names where appropriate. Please also let us know if you have any special needs e.g. interpreter

Print Name: Signature: Date:.....

Feedback to complainant – Detailing if satisfactory outcome reached

Print Name: Signature: Date:.....

Further action/recommendations (if necessary)
Service development recommendations (if necessary)

Print Name: Signature: Date:.....

If this is a complaint, please state what you would consider to be an appropriate outcome.

Signed: _____

Thank you for completing this form. You will receive a response within 3 working days of receipt of this form.

Data Protection: Contact is committed to the confidentiality of your personal information. Personal data will be held and used in accordance with the Data Protection Act 1998 and will not be shared with any third parties for commercial use.

Contact

Verbal Compliments and Complaints Form

This is a: Compliment

Complaint

Name

Date

Address

.....

Post code.....

Tel:

Email:

Please record details below, including dates and names where appropriate. Please also indicate if the person has any special needs e.g. interpreter

If this is a complaint, please find out what they would like to happen to resolve the issue:

Thank the user and inform them that they will receive a response within **[20] working days**.

**Contact
Complaint Investigation Form**

CaF ref no:	Date Received:	Final Response Due:
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Name of Complainant:	Address:
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Key issues to be investigated:

Outline in chronological order work undertaken to investigate fully the complaint(s) made:

Actions identified as a result of complaint. If no action required please state why e.g. complaint not upheld	Individual responsibility for taking action	Timescale

Outcome of complaint

Not upheld Satisfied Request for Stage 2 Request for Stage 3

Complaint Investigator

Signature: _____ Date: _____

Name: _____

CaF Compliments Log

Reference (URN)	Name of user	Date of compliment	Verbal or Written	Details of compliment	Actions taken