

## Complaints/Compliments Policy/Procedure

Connect (North Yorkshire) Ltd aims to provide families and referrers with the best possible service. We value openness and honesty, and your opinions, comments and suggestions are always very welcome.

Sometimes, however, we may get things wrong, and you have a right to make a complaint. We view complaints as an opportunity to learn and to improve our services.

If you have a complaint about our service, we would like to sort it out as soon as possible. Many complaints can be resolved informally, if you feel able, speak to the member of staff who is working with you.

There are three stages to Connect's complaints procedure:

### Stage 1 – Frontline resolution

We will always try to resolve your complaint quickly; it is most likely to be face to face or over the telephone. If you are unhappy with our response to your complaint at this stage, you can ask for your complaint to be considered at the next stage.

### Stage 2 – Investigation:

Your complaint should be put in writing within three months of working with us and sent to the Manager via email to [enquiries.connect@gmail.com](mailto:enquiries.connect@gmail.com). It is helpful if you clearly state

- what you are unhappy about, and
- give details about what has happened and when,
- why something has caused you concern and, if applicable,
- what you would like to happen to put things right.

We will acknowledge your complaint within one week and let you know when you can expect a reply.

### Stage 3 – Review:

If, after receiving our response to your complaint you remain unsatisfied, you can ask for the Complaints Officer to review your complaint.

If possible, you will receive a reply to your complaint within one month; this should

- describe the nature of your complaint,
- action taken to investigate it,
- the conclusions from the investigation and
- any action taken because of your complaint.

The decision taken at this stage is final.

#### Variations to the complaint's procedure

The Management may vary the procedure for good reason. This may be necessary to avoid a conflict of interest or to ensure an independent investigation, for example.

#### Monitoring and learning

Complaints will be recorded and reported. Complaints are reviewed annually to identify the need for further action to improve the service.

Written records of all complaints, including any written legal or insurance responses, will be held by the Manager in a confidential file.

Connect (North Yorkshire) Ltd is an accredited member of the National Association of Child Contact Centres. If after this procedure has been carried out and you are still not happy with the response, then you may write to:

The Chief Executive,  
NACCC,  
26-34 Friar Lane,  
Nottingham NG1 6DQ

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.