

Complaints Policy & Procedure

Milton Keynes Children's 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 improve services, are always welcome. If you feel something has gone wrong, you have the right to complain. We view complaints as an opportunity to learn and to improve our services, as well as a chance to put things right for the person who has made the complaint.

Stage 1

Complaints should be made initially to the Coordinator 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 Coordinator. This can be sent by post or email to miltonkeyneschildrengcc@live.co.uk

It is helpful if you clearly state what you are unhappy about, and give details about what has happened, why something has caused you concern and, if applicable, what you would like to happen to put things right.

The Coordinator will acknowledge your complaint within 5 working days. S/he 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:

- Set out the complaint so that the complainant can be sure it has been understood.
- Describe the event and circumstances surrounding them.
- Set out the findings, giving reasons for the decision
- 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.

If your complaint is about the Coordinator you should send your complaint to the Chair of the management committee (see stage 2 below), marking it 'Private and Confidential'.

Stage 2

If you are unhappy with the coordinator's response, then you must notify the Chair of the Management Group within 14 days of receiving the reply that you wish to take it further. S/he will acknowledge receipt within 5 working days. Three members of the management committee will then consider all the previous information and speak to you and the volunteers involved. (The chair of the management committee has the discretion to reduce this to two should there be a problem with availability or conflict of interest.) A written decision will be sent to all those involved within 15 working days of receipt.

The reply you receive will inform you of the action taken to investigate the complaint, whether it has been upheld or not, and any conclusions or actions taken because of the complaint. You will also be informed how to progress to the next stage if you do not feel the problem has been satisfactorily resolved.

Stage 3

If after this has been carried out you are still not happy with the response, then you may write to the Chief Executive, NACCC, 5 Russell Place, Nottingham, NG1 5HJ, 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 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. 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.

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