



**The Queen's Award
for Voluntary Service**

The MBE for volunteer groups



COMPLAINTS POLICY

VERSION 1.2

Effective from 3rd January 2018

Last Revised 24th July 2024

COMPLAINTS POLICY

INTRODUCTION

The Counselling and Family Centre (CFC) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint.

POLICY STATEMENT

CFC aims to provide high quality services and to be responsive to the wants and needs of its service users.

Those who have requested or been referred for a service have the right to raise concerns, objections or make complaints about the services and responses they receive from CFC. All concerns and complaints from service users or others [organisations or individuals] will be taken seriously, listened to carefully, investigated fully where necessary, and responded to with respect and courtesy.

The purpose of this policy is to:

- enable service users to comment on weaknesses and to let CFC know about things that have gone wrong or cause concern
- improve the quality of services by taking notice of the views of people affected by the services, building on what is good and changing what needs improving
- ensure that the CFC takes users' views seriously and will follow up any problems that they bring forward
- protect the interests of individual users
- enable users or potential users to challenge decisions
- protect staff and enable them to deal with complaints consistently.

DEFINITION OF A COMPLAINT

A complaint shall mean, a written expression of dissatisfaction or concern relating to the everyday operations of the services and activities provided by CFC. This dissatisfaction could include the actions of the CFC's personnel, their failure to act, or delay in taking action, which requires CFC to account for its conduct.

A complaint may be received by email or in writing.

EXCLUSIONS

This policy does not cover complaints from staff, who should use CFC's Discipline and Grievance policies.

CONFIDENTIALITY

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

RESPONSIBILITY

All complaints are made are investigated in a suitable timeframe in accordance with the organisation's complaints procedure. This should be acknowledgement of in 3 working days, and investigation within 6 weeks.

The Chief Executive Officer ensures that this policy is adhered to and reviewed in line with changes in legislation or as required.

DOCUMENT DETAILS

Author	Rosalind Allison-Calvert
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