

Contact Centre Complaints Procedure



Our Policy

Everyone who gets a service from Cumbria Family Support has the right to complain if they think things have been done badly or if something has not been done that should have been. People have the right to challenge decisions that directly affect their lives if they disagree with them.

In order to ensure our service remains at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with our organisation.

If you need help in making a complaint or you want to find out more about the complaints procedure, our staff or volunteers will be able to help you.

To ask for assistance at any point, contact our Business Manager by emailing admin@cumbriafamilysupport.org.uk or tel: 01768 593102.

Complaint Process

Stage 1 - Most complaints can be settled quite simply by discussing your problem with a member of staff or volunteer. You may prefer to write to us, and then someone will come to see you or telephone to discuss your problem. We will do this as quickly as possible.

Stage 2 - If your complaint cannot be resolved at Stage 1, please put your complaint in writing and send it to the Chief Officer. We will try to respond to this within 28 days. If you have any difficulty in writing your complaint you can ask a trusted friend or relative to do this for you, or contact our main office and we will arrange for someone independent to assist you.

The Chief Officer will make arrangements to meet with you to discuss your complaint in more detail, and will also talk to anyone else involved in the complaint, including staff and volunteers.

Once your complaint has been looked into, the Chief Officer will write up their findings and you will usually get a copy of the report. The Chief Officer will then decide what action will be taken and write to tell you what will happen with your complaint.

Stage 3 - If you are not satisfied with the decision of the Chief Officer, you should write to the Chair of Trustees within 28 days and they will take the matter to the next Trustees meeting, where a decision will be made on further steps required to resolve the matter.

Next Steps - NACCC Involvement

If the complainant believes the Centre did not handle their complaint in accordance with the complaints procedure, they can contact NACCC after they have completed Stage 2. NACCC will not reinvestigate the substance of complaints or overturn any decisions made by Cumbria Family Support (CFS). They will consider whether CFS has adhered to the procedure.

Alternatively, the complainant might choose to complain to the organisation that made the referral to that service (Cafcass or Children's Services). They may also wish to seek legal advice.

If the complainant decides to escalate their concern to NACCC and Stages 1 and 2 are complete, they should complete the form available directly from NACCC and submit this to: contact@naccc.org.uk. The form must only be submitted to NACCC after the enquiry has been fully exhausted and/or concluded by the centre and within a twelve-week timescale of the conclusion of stage 2.

NACCC's role in complaints handling

As a membership organisation NACCC has no responsibility for the staffing or day-to-day running of member centres; however, NACCC advises, supports, and accredits centres and requires member centres to work to the highest standards. Whilst centres are members of the NACCC Organisation, each centre is independently managed and run.

NACCC will not therefore, be able to investigate any complaint in detail, they will only look at whether the Centre has handled the complaint in line with their own complaints procedure. NACCC will not comment on the outcome of the complaint, conclusions will solely be based upon how well the procedure was followed.

If NACCC concludes that the Centre has not followed its own procedure, they may ask the Centre to look again at the way in which it has handled the complaint. This may not alter the Centre's decision. Only the Centre themselves can determine the substance of the complaint so it is always preferable to try to resolve issues direct with the Centre at an early stage.

NACCC Oversight

Once the form has been received, if it demonstrates that the process outlined at stages 1 and 2 has not been followed, the form will be returned to its author and they will be advised to follow the centre's complaints procedure.

Please do not send confidential information to NACCC, this will not be considered as part of the complaints process. Any information of this type received will not be filed and will be deleted or destroyed.

Once the form has reached the Complaints Officer at NACCC, 10 working days are allocated for the information on the form to be reviewed. During this time the complainant and the centre may or may not be contacted dependent upon the nature of the information shared. On or prior to the 10th working day, the Complaints Officer will send a response to the complainant and the Contact Centre.

Should the complainant remain unhappy with the resolution offered by the Complaints Officer this can be escalated to the CEO/Trustees in writing using the above email address. The CEO/Trustees will respond within 10 working days of receipt. Their remit is only to consider if the Centre followed its procedure correctly. They cannot investigate your complaint in detail.

The decision of the CEO/Trustees is final.

Further information including contact details for all staff members can be found on our website www.cumbriafamilysupport.org.uk

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