



The Children's Centre Limited and Associated Companies

THE CHILDREN'S CENTRE EXTERNAL COMPLAINTS PROCEDURE

This procedure applies to all external clients or customers about The Children's Centres staff, performance, behaviour or any aspect of the services we offer. The template to record a complaint is attached at the end of this procedure.

Outcome

To be aware and know how to obtain support and make a complaint.

How to Complain

Most of the time, any concerns you have can be settled by talking to the Department Manager or a member of staff. Every complaint / concern is taken very seriously and will be dealt with in the most appropriate manner and in many circumstances situations can be dealt with informally and quickly. However, there may be occasions when you want to make a formal complaint. There are 3 stages to the complaints process.

STAGE 1

Make your complaint in writing to the Departmental Manger. Where the Department Manager is the subject of a complaint please address to the Finance Manager. Your complaint will be acknowledged in writing 5 five working days. We aim to resolve Stage 1 complaints within 14 working days. Once a decision is reached the complainant will be advised of the outcome. If a resolution will take longer than 14 days you will be kept informed about any delays.

The majority of complaints are resolved at Stage 1.

STAGE 2

This stage will be activated if the complainant is not completely satisfied with the outcome of Stage 1. The complainant must confirm in writing, within 14 calendar days of the date of the Stage 1 response, the reasons for their dissatisfaction. Your Stage 2 complaint will be acknowledged within 5 working days.

Once a decision is reached the complainant will be advised of the outcome within 28 days. If a response will take longer than 28 days, you will be kept informed about any delays.

STAGE 3

This is the final stage of the complaints process. If the complainant is dissatisfied with the outcome of Stage 2, they must write to the Chief Executive Officer, within 14 calendar days of the date of the Stage 2 response, stating the reasons for their dissatisfaction. Your Stage 3 complaint will be acknowledged within 5 working days.

No person implicated in a complaint, or close associate of anyone implicated may be involved in carrying out any investigation.

Documentation relating to the complaint will be considered and any further written representations the complainant wishes to make. Once a decision is reached the complainant will be advised of the outcome within 28 days. If a response will take longer than 28 days, you will be kept informed about any delays.

The outcome of Stage 3 is final.

Record Keeping

A separate record of written complaints will be maintained including details of the complaint and the resolution. A confidential anonymised summary of the complaints will be distributed for review to The Children's Centre Safeguarding Group and Board of Trustees with any actions / recommendation.

External Complaints for Registered Services

If you are unable to resolve your complaint you may contact:

Department of Health and Social Care
Registrations and Inspection Unit
Ground Floor
Hill Street
Douglas
Isle of Man
IM1 1EF

Tel : 01624 642 412

THE CHILDREN'S CENTRE COMPLAINT FORM						
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Name	Title		First		Last	
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Address	
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Contact – Please provide details of how you would prefer to be contacted

Email		Telephone	
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Complaint Detail

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What actions do you feel might resolve the problem at this stage?
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Are you attaching any paperwork, if so please detail below?
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Signed		Date	
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RETURN FORM TO	In the first instance please return to the Department Manager, if the complaint is about the Manager, please address to the Finance Manager The Children's Centre, 94 Woodbourne Road, Douglas, Isle of Man, IM2 3AS
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STAFF USE	Date received				
	Date Acknowledgement sent				
	Signed		Title		Date

COPY TO FINANCE MANAGER	Date	
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