

7.1 Complaints Policy and Procedure

Policy Statement

Home-Start Bristol (HSB) is committed to developing the quality of its services. The Complaints Procedure enables referrers, other stakeholders eg volunteers and families (complainants) being supported by HSB to make complaints about the service and to have their complaints considered.

A complaint, in the context of the Procedure, means:

The expression of dissatisfaction with the service provided and the wish to have that dissatisfaction recorded and/or considered for improvement of the service and for the removal of dissatisfaction.

This policy and its procedures does not apply to staff who will use the Grievance and Disciplinary policies and procedures. However an investigation of a complaint might lead to action under the disciplinary procedures.

Responsibility of staff and volunteers

HSB staff and volunteers need to be sensitive and helpful to complainants and those acting on their behalf, who express a concern. This is part of HSB's commitment to a high quality service. Staff should help complainants to understand and use the Complaints Procedure which is outlined in Appendix 1. Appendix 2 contains the form that can be used and Appendix 3 shows the form used for recording complaints.

At the initial visit and again during the match visit each family is given information by the co-ordinator about what to do if dissatisfied or unhappy with any aspect of the support or the service itself.

The HSB Manager is responsible for ensuring the smooth working of the Complaints Procedure and can be contacted on 0117 9501170 to discuss concerns and the scheme's Complaints Procedure. The Manager is also responsible for ensuring that a record is kept of all interactions relating to the complaint.

If the complaint is related to the Manager, a designated trustee will take over the responsibility for the smooth working of the procedure and the recording of the process.

Action under the Equality Act 2010

Staff and volunteers must advise families who feel that they may have been subject to discrimination that they also have the right to use the provisions of the Equality Act 2010 if that discrimination fits any of the following categories:

- Age
- Being or becoming a transsexual person
- Being married or in a civil partnership

- Being pregnant or having a child
- Disability
- Race including colour, nationality, ethnic or national origin
- Religion, belief or lack of religion/belief
- Gender
- Sexual orientation

There should be no delay in giving this information since there is a three month time limit for making applications under the Act. However, it is up to the person concerned to decide whether to use that process and it is advisable for them to take specialist advice before proceeding.

Date of Board Approval: 18 May 2021

Signature of Chair:

A handwritten signature in black ink, appearing to be 'ICP Rti', written over a horizontal line.

Review date: May 2022

This policy is based on 2020 HSUK Complaints Policy and Procedure

Appendix 1

If a complaint is related to the Manager, a designated trustees will be the main point of contact until after an investigation is complete.

Time Frame and Recording Requirements

1	Anyone wishing to make a complaint will be informed about this procedure and will be sent a complaint form (appendix 1). If a letter of complaint has been received this will be attached to the complaint form
2	All complaints received will be acknowledged within 5 working days and a copy sent to the chair of the trustee board. All complaints will be recorded on the Complaints record form (Appendix 2) and retained.
3	Chair of trustees and the manager will consider the complaint and respond to the complainant (Trustees should aim to provide a response within 25 working days).
4	If the complainant is not satisfied with the response an investigation will take place, normally within 15 working days of complaint being acknowledged. The timescale of resolving the complaint will be confirmed to the complainant.
5	Result of investigation sent to complainant and recorded on Appendix 3.
6	All complaints received and the resultant actions should be reported to the board of trustees.

APPENDIX 2

HOME-START BRISTOL

COMPLAINTS

Complainant's name	
Complainant's address	
Complainant's contact number	
I agree that the person named below may act on my behalf.	Signature of complainant:
If you are making this complaint on behalf of a family please fill in your details below.	
Name	
Address	
Phone number	
Details of complaint (Continue on a separate sheet if necessary)	

Signed Date

When completed, this form should be sent to:
 The Chair of Trustees, Home-Start Bristol, Unit 11, The Greenway Centre, Doncaster Road, Southmead,
 Bristol BS10 5PY.

APPENDIX 3

HOME-START BRISTOL

RECORD OF A COMPLAINT

Name and address of Complainant	
Nature of complaint	

	Date and where relevant, the names of those involved in investigating or responding to a complaint*
Stage 1	
Complaint received	
Complaint acknowledged	
Complaint recorded	
Copy to Chair	
Written response sent to Complainant	*
Stage 2 (if applicable)	
Reply by Complainant to response received	
Reply acknowledged	
Reply recorded	
Copy to Chair	
Investigation started	*
Investigation completed, outcome recorded	
Written response sent to Complainant	*
Stage 3 (if applicable)	
Written dissatisfaction acknowledged	
Written dissatisfaction recorded	
Copy to Chair	
Special meeting of Trustees – notices sent	*
Special meeting of Trustees held	
Written response to Complainant	*