



COMPLAINTS POLICY AND PROCEDURE

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Review: 3 yearly
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1. INTRODUCTION

- 1.1 NICE takes pride in having a culture of mutual trust between professional staff and satisfied clients. To this end staff are well trained – all services are delivered by professionally qualified conductors and all staff receive training in customer care. We have an annual staff appraisal and development system through which staff training and development needs are identified and built into an annual plan. We believe that by having an on-going system of continuing professional staff development and by delivering professional services and keeping our clients and their families and carers happy we will maintain standards and minimise problems.
- 1.2 However, it is recognised that on occasion, something may go wrong and a client may be less than satisfied. We have therefore developed a complaints procedure which is intended to assure clients that all complaints (whether very small or very significant) will be dealt with promptly and thoroughly.
- 1.3 We also recognise that clients may prefer or require another person to assist or represent them in a complaints procedure.

2. PROCEDURE

- 2.1 If a client, parent or representative has cause for complaint regarding any service provided by NICE s/he should:
 - 2.1.1 for a minor complaint, voice that complaint to the appropriate leading conductor or line manager for that service. The leading conductor/line manager will, either handle the issue on the spot or, investigate the complaint and report back to the client within seven working days.
 - 2.1.2 for a major complaint, or if the complaint may involve the leading conductor/line manager or if the client wishes to take that complaint to a higher level s/he should make a formal written complaint to the Director of Services/CEO using the complaints form available from the administrator for that service. The Director of Services/CEO will immediately acknowledge receipt of the complaint in writing and outline to the complainant how and over what timescale the complaint will be investigated and reported on.
 - 2.1.3 The complainant should normally receive a written reply within seven working days of receipt. If the complaint is complex and requires a more lengthy and detailed investigation the Director of Services/CEO will write to the complainant stating this and giving a final date for reporting back which will be no longer than fourteen working days from receipt of the written complaint.
- 2.2 The client, parent or representative making the complaint has the right to involve an advocate or representative if they wish.
- 2.3 If the complainant is not satisfied with the outcome then the remaining recourse is to write to the Chairman of the Board of Trustees who will, in conjunction with one other member and one person independent of the management and running of the school, investigate the complaint and report back to the complainant within ten working days.
- 2.4 If a satisfactory conclusion to the complaint is impossible then appropriately experienced individuals or agency such as mediation or disagreement resolution service, independent of the day-to-day functioning of NICE, will be appointed, at no cost to the complainant. Timescales will be given to the complainant at this stage. The complainant and/or representative will be entitled to attend and participate in any formal hearing arranged. All parties (i.e. the complainant, proprietor, Director of Services/CEO and any other panel member) will receive copies of all findings and recommendations.
- 2.5 All correspondence, statements and records of complaints, at whatever stage they were resolved, will be kept in a confidential file and include an indication of whether resolved at preliminary stage or at panel.
- 2.6 All complaints will be dealt with fully and properly and with no prejudice to the complainant.
- 2.7 N.B. For details of names of appropriate people to contact regarding complaints please ask the administrator for your service.

3. FORMAL COMPLAINT FORM

NAME OF COMPLAINANT ADDRESS TEL. NO. FAX NO. EMAIL PREFERRED METHOD OF CONTACT	

ARE YOU: (PLEASE TICK)

SERVICE-USER	PARENT/GUARDIAN	CARER	REPRESENTATIVE

NATURE OF COMPLAINT

HAVE YOU MADE THIS COMPLAINT TO ANYONE IN THE ORGANISATION BEFORE? (PLEASE TICK)

YES	NO

DO YOU WISH TO HAVE A REPRESENTATIVE PRESENT AT ANY MEETINGS REGARDING THIS COMPLAINT?

YES	NO

IF YES, TO WHOM AND WHEN?

NAME (PRINT): _____

SIGNED: _____

DATE: _____