



Complaints & Compliments Policy

Address for Complaints and Compliments Chief Executive Director, Lorraine Goldberg, Carers of Barking & Dagenham, 334 Heathway Dagenham, Essex RM10 8NJ Tel: 020 8593 4422. Click [HERE](#) for our complaints & compliments leaflet.

STAGES OF THE IN-HOUSE COMPLAINTS PROCEDURE

Stage 1 When a complaint has been received the first point of contact e.g. support worker will try and resolve the problem as quickly as possible. The appropriate manager should be informed that a complaint has been made and what action has been taken. The Director should be informed that a complaint is being investigated.

Stage 2 If the client is not happy with the initial action taken they should be referred to the appropriate manager. This should be done if possible on the same day as the complaint was received or on the earliest possible day thereafter. The manager will endeavour to make contact with the client on the day they receive the complaint either by telephone or in person. Details of this conversation should be recorded on the clients file. The manager will then investigate the complaint, interviewing relevant staff members.

Stage 3 The Director will investigate the complaint, looking at the issues involved at Stage 1 and 2 and decide whether they need to interview any staff members involved or the client themselves. The Director will inform the client of the outcome as in Stage 2 above. The Director will inform the client that if they are still unhappy they can write to the Chair of the Management Committee.

Stage 4 The Chair will convene a special meeting to discuss how further investigation will be undertaken. The Chair will inform the client of their decision in writing within five days of the meeting. If the complaint has been upheld the same procedure should be followed as in Stage 2. If the client is still unhappy with the outcome and they want to take the matter further they should be provided with names of organisations or solicitors who may be able to assist them in taking the matter further.

All complaints should be recorded on the clients file and any correspondence relating to the complaint kept in the complaints file. The Director will report to the Management Committee as to the nature of any complaints received on a regular basis

The client should be informed of the outcome in writing within five working days of the complaint being received. If there is a delay in finding a solution to the complaint within five

days the client should be informed that the complaint will be dealt with as soon as possible. The outcome should be sent to the client in writing. If the complaint has been upheld the outcome should offer an apology and/or any other form of redress. It should also give an account of any action that has been taken within the organisation as a result of the complaint. If the complaint is not upheld the client should be informed of the reasons why the organisation felt there were not any grounds for complaint. The client should be informed that if they are not happy with the outcome at this stage they should make a written complaint to the organisation's Director.

Impartiality Policy

It is important that parents or Carers have confidence in the impartiality of information, advice and support offered by staff and volunteers at Carers of Barking & Dagenham.

Impartiality is not partial, but unprejudiced and fair.

Carers of Barking & Dagenham staff and volunteers try, at all times, to provide information, advice and support to parents and carers of children with SEN that is free from bias and is not coloured by pre-conceived opinions.

Wherever possible parents or Carers will be given the pro and cons of all options open to them enabling them to make decisions, from a position of informed knowledge.

Carers of Barking & Dagenham will ensure that it keeps all staff and volunteers up to date and abreast of changes and amendments to national legislation, local policy and practice.

Carers of Barking & Dagenham has a very clear Equalities policy and endeavours to reach and support all sectors of society.

Carers of Barking & Dagenham ensures staff and volunteers work in an informed and impartial manner through regular staff and volunteer supervision, training and whole staff and volunteer meetings.

Evaluation forms are sent out to parents or carers once case work is completed and placed as non active in line with our Community Legal Service Standard.