**Complaints Policy and Procedures Acorn 2 Oak Support Services**

**Acorn 2 Oak Support Services** Child Contact Centre aims to provide families and referrers with the best possible service. We value openness and honesty and your opinions, comments and suggestions are always very welcome. Sometimes, however, we may get things wrong and you have a right to make a complaint. We view complaints as an opportunity to learn and to improve our services, as well as a chance to put things right for the person who has made the complaint.

If you have a complaint about our centre, we would like to sort it out as soon as possible. Many complaints can be resolved informally so please speak to Julie Evans the Manager as soon as you can either face to face or by telephone .

If you are not satisfied or do not wish to seek an informal solution, you may make a formal complaint. There are two stages to the **Acorn 2 Oak Support Services** Child Contact Centre’s complaints procedure:

Stage 1

Your complaint should be put in writing and sent to **Julie Evans (Manager)**  It is helpful if you clearly state what you are unhappy about, and give details about what has happened, why something has caused you concern and, if applicable, what you would like to happen to put things right. You can if you wish use the complaints form , they can be found in the entrance area .

**Julie Evans** will acknowledge your complaint within **1 week** and will tell you who is dealing with it and when you can expect a reply. They will delegate an appropriate person to look into the complaint and to take appropriate action – this will be a Consultant Social worker if the complaint is about the manager herself . If the complaint is about someone else the manager will investigate .

Your complaint will be investigated by the designated person if it relates to a specific person or persons, they will be informed and given an opportunity to respond. If appropriate, the person investigating may clarify or seek additional information from you, or may speak to any witnesses to events. If possible, you will receive a reply to your complaint within fifteen working days . This should describe the nature of your complaint, action taken to investigate it, the conclusions from the investigation and any action taken as a result of your complaint. It will also explain what you should do if you are not happy with the decision and how to progress your complaint to the next stage .

Stage 2

If the manager has not resolved the complaint satisfactorily you can ask for a Consultant Social worker to become part of the complaint procedure ,the manager and social worker will hold a meeting within one week addressing your concerns and write to you with the outcome of this meeting within fifteen working days .

Once you have received this letter and if you are still not satisfied with the outcome of this meeting and you still wish to take the matter further then you can follow the same steps as if the complaint is directly against the manager -see below

If the complaint is directly against the manager and you are not satisfied that the Consultant social worker has addressed the complaint satisfactorily then please read the following;

**Acorn 2 Oak Support Services** centre is an accredited member of the National Association of Child Contact Centres. If after this procedure has been carried out you are still not happy with the response, then you may write to the Chief Executive, NACCC, 2nd Floor, Friary Chambers,26-34 Friar Lane, Nottingham NG1 6DQ. However it should be noted that the role of NACCC in such cases will be to facilitate a satisfactory conclusion to the complaint rather than to conduct a formal investigation. As a membership organisation NACCC has no responsibility for the staffing or day to day running of member centres, however they do advise, support and accredit centres and require member centres to work to the highest standards.

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