



Families Growing Together
Heidi Pannell

Families Growing Together Complaints and Complements Policy and Procedure

I will strive to give the best service I can. I want to know when we get it right and areas I can improve on.

Complements Procedure

I am keen to receive any positive feedback from service users about my service. Service users will be encouraged to give feedback about the quality of the service they have received by contacting us by email, phone or letter.

I may use a Service Users or professional's comments about my services on my website and in promotional literature, however this will only be done with consent and the feedback will be anonymised.

Complaints Policy

At times a service user may not be happy about something I do. I want to know about these occasions so I can continually improve the services I provide.

I aim to create a positive culture around complaints. I strive to be open and honest in my work and in the handling of complaints. I will take on board complaints and suggestions and will adjust policy, procedure and practice as required.

My Complaints Policy was developed specifically to embrace the following principles:

Transparency

I aim to be open and honest in my response to and handling of complaints to all parties, whilst maintaining confidentiality. I will aim to keep all parties, including the referring agency, informed of the progress of complaints.

Access for all

I will promote my complaints procedure to everyone I come into contact with, and each will be responded to through the same procedure. I publicise the Policy and Procedure on the website. I refer to the complaints procedure in the service user contracts.

Efficient handling of complaints

I will ensure that complaints follow the procedure below and will be concluded within 28 days. I will keep a log of every complaint made and its outcome and these will be reviewed regularly.

Right of appeal

If complainants are unhappy with the outcome of their complaint, they have the right to appeal that outcome. See procedure below

Procedure for dealing with complaints

Stage One – Informal

If a parent, guardian, carer, professional or child or young person is unhappy about any aspect of my service provision, the initial action is to discuss the matter informally. This can be with the worker concerned or the referring social workers. I will endeavour to resolve the situation to the satisfaction of the complainant. Ideally a meeting will be held.



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Stage Two – Formal (independent review)

If the complaint remains unresolved, an independent social worker will review the information and provide a written response including recommendations within 28 days.

The commissioning authority will be informed of this.

Stage 3 – Formal Investigation by commissioning agency

If the Complainant is still not satisfied, the Complainant is free to engage their commissioning agency's complaints procedure.

Responsibility of Policy Heidi Pannell

Policy Operational Date 1.2.24

Policy Review Date 2.8.26