2. The written record of all complaints will be held by the Chair of the Management Committee, including any legal or insurance responses, and transferred to his / her successor as a strictly confidential file.

How do we respond if a complaint is made?

- Take the complaint seriously;
- Deal with it promptly;
- Listen to it, and record evidence from all parties involved;
- Investigate the complaint thoroughly and look carefully at the events / circumstances surrounding it;
- Uphold the NACCC Code of Practice;
- Offer appropriate support to everybody involved;
- Look at what has happened to decide whether steps could be taken to avoid a similar situation again.

Safeguarding against complaints.

- Complete all referrals comprehensively and accurately.
- Make sure all users / referrers are aware of what the Avenue Child Contact Centre can and cannot do.
- Ensure all users / referrers are aware of the Avenue Child Contact Centre rules, particularly at the start of any contact programme.
- Have the right people at the Contact Centre at the right times.

avenue CHILD CONTACT CENTRE

Complaints
Policy Statement

Reviewed September 2024

Complaints Policy.

The Process for dealing with complaints

1. A complaint should be made initially to the Co-ordinator. If the complaint cannot be satisfactorily resolved there and then, brief written notes of the complaint, and the circumstances that led to it, should be made and the complainant should sign and date the notes.
2. These notes should be immediately given to the person in charge at the time of the complaint, or as soon as possible after. The Co-ordinator will then investigate the circumstances, in so far as the Avenue Child Contact Centre is concerned, making notes, which should be signed and dated.
3. The Co-ordinator will then discuss the matter with the complainant and attempt to resolve the issues to the satisfaction of all concerned.
4. If this does not achieve a resolution the complainant will be invited to submit details in writing within 7 days to the Chair of the Management Committee who will acknowledge receipt of the complaint.
5. The Chair of the Management Committee will then investigate the complaint and send a full written reply within 30 days, or explain why further time is necessary. The reply will:
   - Set out the complaint so the complainant can be sure they were understood.
   - Outline the event and surrounding circumstances.
   - State whether or not the complaint is deemed to be fair, giving reasons for the decision. It should be noted that if such an admission could have legal / insurance implications that Chair of the Management Committee will take legal advice or contact insurers before writing.
   - Apologise on behalf of the Avenue Contact Centre (if the complaint is deemed to be fair) and explain the steps which have been taken by the Management Committee to avoid it happening again.
   - Notify the Complainant that if he / she is not happy with the decision the he / she must notify the Chair of the Management Committee within 14 days of receiving the reply that he / she wishes to take further action.
6. If the Complainant wants to have their complaint heard at a Management Committee meeting of the Avenue Child Contact Centre, they will be entitled to bring a friend who can speak for them, as can the person from the centre who is the subject of the complaint. A minimum of three Committee members who do not know the details of the case shall hear the complaint, with both parties being allowed to have their say. All previous written notes and the Chair's investigations shall be taken in to account. A written decision will be sent to all involved.

This will be the final decision on the matter. Nevertheless, the Complainant will be informed that he / she can still make written representations within 14 days to :

The Chair
National Association of Child Contact Centres
Second Floor Friary Chambers
26-34 Friary Lane
Nottingham NG1 6DQ

This should indicate in which way the Avenue Child Contact Centre is alleged to have broken the Code of Practice or fallen short of the expected standards.

Recording complaints

1. If the complaint is resolved at point 3 above then the matter shall be reported at the next Committee meeting and recorded in the relevant minutes.