



Complaints Procedures – Services

We welcome all comments and feedback about the way we work. If you have a complaint or issue with the service you have been provided please do let us know. We aim to resolve it as quickly and efficiently as possible in a personal, fair and confidential way. We value all comments about our work, and we regard complaints as a positive opportunity for listening, learning, and making improvements to our services. The aim of this procedure is to provide an efficient and robust complaints process in line with our organisational values.

How to complain

Leaflets regarding how to make a complaint are displayed in service settings as well as on services social media.

Complaints and negative comments may be made verbally, in writing, or by electronic media e.g., email or via the Action for Children website. These can be received by Action for Children directly or from a third party.

Complaints received via the Action for Children website will be directed by the Ask Us service to the manager of the relevant service to action. Where a complaint appears to fall outside a relevant service area it should be referred to the relevant Action for Children Director for them to review and action accordingly.

Where a complaint involves a suggestion that a child or young person might not be adequately safeguarded, then the matter should be referred to the Safeguarding service in the first instance for consideration of next steps.

Complaints Process

Action for Children's complaints process is set out below and each stage includes controls to ensure that risks are assessed, handled by the most appropriate person and escalated where required.

Step 1 – Tell us

If you are unhappy about any of our services', we want to hear from you. Please tell us about your complaint in any of the following ways:

- You can tell the service direct: ask to speak to the team leader or the manager, in person or by phone and they will be happy to arrange to meet you. If you would rather speak to someone not involved in running the service directly, please ask a staff member for the details of the next most senior manager.
- You can also contact us directly by phone, e-mail or writing to our Head office:

Phone: 0300 123 2112



Email: ask.us@actionforchildren.org.uk

Post: Action for Children,
3 The Boulevard,
Ascot Road,
Watford,
Hertfordshire
WD18 8AG

Step 2 – Acknowledgement

Where a complaint has been submitted, we aim for this to be reviewed and acknowledged within 7 working days of receipt; but it can take up to 15 working days.

Step 3 – We will respond to your complaint

We will determine the best way to look into your complaint. This is usually done by a manager or senior member of staff of the service concerned, but for serious complaints we may involve someone more senior straight away.

We will usually need to discuss your complaint with you so we are clear about the outcome you want.

We will aim to address your complaint within 25 working days, if this isn't possible, we will contact you to provide an explanation and indication of when a full response can be expected.

Step 4 – Appeal

If you are not happy with the outcome of your complaint, this can be appealed and escalated to senior management where a review of the complaint will be carried out. Any appeal must be in writing and made within 20 working days of the original outcome.

We aim to complete investigations within 25 working days of the start date.

Step 5 – If you remain dissatisfied

If you remain dissatisfied with the outcome, you are entitled to raise the matter with the relevant statutory body.