

FACES

Complaints Policy

Statement of Intent	FACES (Family and Children's Early-help Services) is committed to encouraging stakeholders (funders, families, staff and volunteers) to come forward with any complaints and comments about the services delivered in order to make sure that quality is protected and individual needs are appropriately met.
Rationale	FACES recognise the need to establish a fair policy and procedure with regard to receiving complaints and comments from all stakeholders and indicate how these will be used to improve the range and quality of services.
Aims	FACES will monitor all comments and complaints to ensure that they are used to improve the range and quality of services on a continuous basis.

FACES will also ensure that all stakeholders have access to clear information on how to voice complaints and comments. Individuals will be provided with the support they need in order to make their views known and ensure that no individuals are disadvantaged or treated less favourably as a result of complaining or making comments.

Practical Arrangements	Who can complain?
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Any individual receiving a service from us, or if this is a child, the parents or those with parental responsibility.

Process	How can I make a Complaint?
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To begin with we suggest you talk over any issue or complaint with the Family Practitioner or Services Manager or staff member you or your child know. Problems can often be sorted out quickly by letting us know how you feel. We would encourage you to bring a friend or relative to support you in this discussion, if this would help.

If this discussion has not resolved things, please fill in FACES Complaint Form that we can provide on request (Appendix A) and hand this in to the FACES office or post to:

Michaela Martindale - Operational Lead
FACES
Church Lane Community Centre
147 Church Lane
Bedford
MK41 0PW

What happens next?

When we receive your complaint form, we will acknowledge its receipt within one working day. We will then appoint an investigating officer to look after your complaint. This will normally be a member of the Senior Leadership Team (SLT), who

FACES

is probably not directly involved in the incident causing the complaint.

A member of the SLT will talk to you, relevant staff members and anyone else involved. The SLT will then write to inform you of any decisions arrived at, within 28 days.

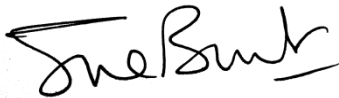
What if you are still not happy?

If you are not happy with the decision reached as sent to you in writing by the SLT, you have 28 days to appeal in writing to:-

Mrs Eve Burt
Chairman of Trustees of FACES
Church Lane Community Centre
147 Church Lane
Bedford
MK41 0PW

The Trustees will then appoint a Trustee, or in appropriate cases, an independent person who will usually come from a similar voluntary organisation. He or she will arrange to see you and any relevant people within 28 days of receipt of your appeal letter and then report to FACES Trustees, who may then review the decision. You will be informed of any decision either during or just after that 28 day period.

FACES will work to this policy and will monitor, review and evaluate its effectiveness.



Signed:

Eve Burt
Chairperson: FACES Bedford

Date: 20/07/2021

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Appendix A

COMPLAINTS FORM

Form to be completed by the Complainant.

Complaint No:	
Name and Address of Complainant	If the Complainant is acting on behalf of an adult member of a family please give the name and address of that person
Name:	Name:
Address, including post code:	Address, including post code:
Telephone No.:	Telephone No.:
Details of complaint: - What do you think FACES did wrong or failed to do?	
What do you think should be done to put things right?	
Who at FACES have you spoken to about your complaint?	
(continue on a separate sheet if necessary)	

Signed: _____

Date: _____

When completed this form should be sent to:

Senior Leadership Team

FACES, The Centre 147 Church Lane, Bedford MK141 0PW

Seen & acknowledged Senior Leadership Team

Date.....