

BIG BROTHERS BIG SISTERS OF NELSON

COMPLAINT POLICY AND PROCESS

Policy	<hr/> <p>All complaints received, whether received verbally or in writing, will be appropriately investigated and managed.</p> <hr/>
Purpose	<p>Big Brothers Big Sisters of NELSON is committed to providing a quality service to its clients. However there may be times when feedback received is regarded as negative and needs to be dealt with accordingly.</p> <p>Big Brother Big Sisters of NELSON has a formal process to resolve complaints including an appropriate way for redress and process for improving the quality of its service for the future.</p> <hr/>
Coverage	<p>This policy will apply to all complaints including:</p> <ul style="list-style-type: none">➤ Complaints made by a client about a staff member➤ Complaints made by a staff member about other staff➤ Complaints made by a client or a member of the public about the service in general <hr/>
Process for staff receiving a complaint	<p>When a written complaint is received the person receiving the complaint will:</p> <ul style="list-style-type: none">➤ Record details in the Complaint Register immediately➤ Notify the Programme Director and forward details to them within one working day <p>When a verbal complaint is received the person receiving the complaint will advise the complainant of the name and contact details of the Programme Director. If the person wishes to make their complaint to the staff member they will write down:</p> <ul style="list-style-type: none">➤ Date and time complaint received➤ Name and contact details of the complainant➤ Details of the issue including the date and time of the incident complained about. <hr/>
Programme Director Responsibilities	<p>All complaints received are to be forwarded to the Programme Director who will ascertain the appropriate response and action according to the feedback provided.</p> <p>On receiving a complaint the Programme Director will review the details and decide if this is a matter that could be resolved between the parties. If so they will arrange for meetings/mediation to take place as soon as possible.</p> <hr/>

If the matter is not appropriate for mediation or is not resolved by meetings then they will:

- Write a formal letter of acknowledgement to the complainant within five working days of receipt of the complaint
 - Advise the Chairperson of the Board of receipt of the complaint and the nature of the issue/s. These two will jointly decide whether the Programme Director will carry out the investigation or whether a committee should be convened to manage the issue.
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Formal Complaint Investigation and Resolution Process

This process will apply whether the complaint is to be managed by the Programme Director or a committee identified by the Board. The process will be managed by either the Programme Director or the Chairperson of the Complaints Committee as appropriate:

- Arrange to meet with all parties (separately) to investigate the facts of the issue
 - Review any documentation available relating to the issue
 - Keep notes/minutes of all interviews and meetings
 - Arrange mediation if appropriate
 - Reach a conclusion on whether:
 - The complaint is proven
 - The complaint lacks substance
 - There is fault on both sides
 - What is the best method to resolve the issue
 - Notify the Chairperson of the Board of the outcome of the investigation and the decision reached.
 - Instigate any actions required as a result of the decision (eg issue a formal warning to staff; take action to minimize a hazard)
 - Notify the complainant and any other parties, in writing, of the outcome of the investigation.
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Powers of the Person managing the complaint investigation

In investigating a complaint and reaching a conclusion the Programme Director or the Chairperson of the Complaint Committee may:

- Discuss the issue with the Chairperson of the Board
 - Convene an meetings of the investigating committee as required
 - Seek specialist advice and assistance such as legal or financial advice from qualified professionals
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Confidentiality

The Programme Director or the Chairperson of the Complaint Committee will be responsible for ensuring that details of complaints remain confidential. All documentation relating to any complaint will be placed in the Complaint File which will be stored securely at all times.

Where the complaint is in relation to a specific person the Programme Director or Chairperson of the Complaint Committee will use their discretion on whether the name of the complainant will be available to the person complained about.

If it is deemed inappropriate for the staff member to know details of the source of the complaint then the Programme Director or Chairperson of the Complaint Committee will ensure that anything which may lead to the identity of the complainant being revealed is removed from information before it is handed to the subject.

Details of the resolution of complaints and actions taken as a result of the complaint will also be treated as confidential when appropriate eg if action has been taken under staff disciplinary procedures.

Complaints about staff

Any trust personnel named in a complaint will be required to furnish a written reply to the Programme Director or Chairperson of the Complaint Committee within seven (7) days of being advised of the details of the complaint.

In the case of a complaint of serious misconduct against a trust worker the Programme Director in conjunction with the Chairperson or the Complaint Committee will decide if the person will be temporarily withdrawn from duties during the investigation of the complaint.

Documentation

If the complaint is received in writing, receipt will be recorded in the Complaint Register and a copy placed on the Complaint File.

If the complaint is verbal the person taking the information will record full details including:

- Date and time complaint received
- Name and contact details of the complainant
- Details of the issue including the date and time of the incident complained about.

Receipt of the complaint will be recorded in the Complaint Register and a copy of the notes placed on the Complaint File.

The Programme Director is responsible for ensuring that the complaint register is fully completed and that a copy of

all correspondence and other documentation is retained on the complaint file.

Complaint Register

Big Brothers Big Sisters of NELSON will maintain a Complaint Register which will record the following information:

- Date complaint received
 - Name of the complainant
 - Summary of the issue
 - Date Programme Director notified of the complaint
 - Date Board Chair notified of the complaint
 - Date letter of acknowledgement sent to complainant
 - Date Board Chair notified of the outcome
 - Date of letter to complainant notifying them of outcome.
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Complaint File

The complaint file will contain:

- Details of the original complaint (complaint letter of notes made by the person receiving the verbal complaint).
 - Copies of all correspondence with the complainant or other parties involved
 - Notes/minutes of all meetings and discussions
 - Copies of any legal or other opinion obtained
 - Copies of the final decision and letters to all parties notifying them of the decision.
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Staff Training

New staff will be trained on the complaint policy and process as part of their induction. This information will be periodically refreshed at staff meetings.

Communication of this policy to clients.

Clients are advised of the complaint procedure as part of the intake process. This is explained verbally and written information provided.

Any complainant will be entitled to have an advocate or other support person present at all meetings and discussions.

Special circumstances

If the complaint is about the Programme Director then the process will be managed by the Board Chairperson.

If the complaint is about the Board Chairperson the Programme Director will report to the Deputy Chair or other person designated by the Board for this purpose.

References

Complaint Flow Chart

Policy Reviewed – Every 3 years

Date Implemented	Date of Last Change	Next Review Date	Policy approved at
August 2015		August 2018	

Signed _____ Position _____ Date _____