

# COMPLAINTS, COMMENTS & COMPLIMENTS

## Information on how to make your view known.

Complaints, compliments and comments help CANW to understand how our service has been received and helps us to ensure we can improve when needed and maintain our commitment to providing high quality services.



## **You can make your complaint either in person, by telephone or in writing.**

We have a 3 stage complaints handling procedure. We will always try to deal with your complaint quickly, but where it is clear that the matter will require a detailed investigation we will tell you and keep you updated of our progress.

### **Stage 1 – Frontline resolution**

We will always try to resolve your complaint quickly, and within 5 working days wherever we can. It is most likely to be face to face or over the telephone.

If you are unhappy with our response to your complaint at this stage you can ask for your complaint to be considered at the next stage of our procedure.

### **Stage 2 – Investigation**

We will look at your complaint at this stage where it is clear that it is particularly complicated or will require detailed investigation. If you are still unhappy after we have told you of our decision at Stage 1 we may deal with it at this stage.

We will acknowledge your complaint within 3 working days and provide you with our response as soon as possible but not later than 28 working days, unless there is a clear reason for extending this timescale.

### **Stage 3 – Review**

If, after receiving our response to your complaint and you remain unhappy, you can ask the Chairman of the Board of Trustees to consider your complaint.

We will tell you how to do this when we send you our response.

**A detailed explanation of the complaints handling procedure is provided on the following pages.**

**CANW is committed to providing high quality customer service. We value complaints, compliments and comments and use this information provided to help us to improve the services we deliver to you.**

CANW will resolve any complaints or compliments as fully and quickly as possible. We record the information, ensure that they are acknowledged, and ensure that they are brought to the attention of all staff. CANW welcomes any constructive comments which may enable us to ensure that the services we provide will match our customer's needs.

If something has gone wrong or if you are unhappy about our service, we want you to tell us about it. This guide tells you about CANW's complaints handling procedure and what you can do if you have a complaint. It also tells you about our service standards and what you can expect from us.

## **What can you complain about?**

A complaint is described as an expression of dissatisfaction with our work. You can complain about our work, which may include:

- The standard and quality of our services or products.
- The content of our resources or websites.
- The conduct of a member of our staff.

This list is not a complete list, please contact the HR Manager if you are in doubt or require further advice.

## **How long do you have to make a complaint?**

We have a time limit for accepting complaints. Normally, you must make your complaint within 12 months of the event that you want to complain about occurring, or of finding out that you have reason to complain. In exceptional circumstances, we can accept a complaint after the stated time limit, contact the HR Manager to discuss this.

There are some things that we cannot deal with through our complaints handling procedure. We cannot resolve or investigate complaints about any establishments or partners we work with.

**e.g: schools, colleges, delivery partners, local or education authorities.**

If you have a complaint about an establishment you must follow their own complaints handling procedure. For example if your complaint is about a school, you should contact the school in the first instance.

We cannot comment on, resolve or investigate complaints about policies set by the Government.

**If you have a complaint about a policy set by the Government you should contact them directly at [www.gov.uk](http://www.gov.uk).**

## **Who can complain?**

Anyone can make a complaint to us if they, or the person they represent, feel they have been affected as a result of the issue they wish to raise. You can make a complaint in person to any member of staff, by telephone, email or in writing.

## **How do you complain?**

We want to resolve all complaints quickly and effectively. It can be helpful to talk with a member of our staff at the point of where you feel you're dissatisfied with our work. At this point we can try to resolve any issues on the spot. We find that complaints made quickly, and directly can be more easily resolved.

### **You can contact the HR Manager:**

HR Department, Child Action Northwest,  
Whalley Road, Wilpshire, Blackburn, BB1 9LL

**t** 01254 244700

**e** [central@canw.org.uk](mailto:central@canw.org.uk)

### **When complaining, you should tell us:**

- Your full name and address.
- As much as you can about the complaint.
- What has gone wrong.
- What you want us to do to resolve the matter.

# What happens when you have complained?

## Stage 1 - Frontline resolution

We try to resolve complaints quickly and close to the point of service delivery. This could be giving you an on the spot apology and explanation where something has gone wrong, and taking immediate action to resolve the issue.

We will give you our response at Stage 1 within 5 working days, unless there are exceptional circumstances. If we have been unable to resolve your complaint at this stage either you or your complaint handler may suggest that your complaint is moved to Stage 2 for further consideration.

## Stage 2 - Investigation

Complaints handled at Stage 2 may be complicated and require detailed investigation before we can give you our response or may not have been resolved at Stage 1.

### When looking at complaints at Stage 2 we will:

- Acknowledge receipt of your complaint within 3 working days.
- Discuss your complaint with you to confirm why you remain unhappy and what outcome you are looking for.
- Give you a full response to the complaint as soon as possible and within 28 working days.

We will always try to give you our full response to your complaint within 28 working days. If, for any reason, our investigation will take longer to complete, we will tell you and agree revised time limits with you and keep you updated on progress.

**If you are still not happy after we have fully investigated your complaint and responded to you, you can ask the Chairman of the Board of Trustees to consider it.**

Board of Trustees, Child Action Northwest,  
Whalley Road, Wilpshire, Blackburn, BB1 9LL

## Confidentiality

CANW will, as far as possible, respect your confidentiality in line with data protection legislation.

If your complaint concerns a member of staff we will share the details of the issue you raise with the person or persons concerned to give them the opportunity to respond, and if appropriate, put matters right. Unless there are exceptional reasons not to do so, we will always let these persons know who has raised the issue.

If you raise an issue that suggests that a vulnerable person may be at risk we will take the necessary steps to address this, which may involve passing the information on to other agencies.

## Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from representatives on behalf of people who are unhappy with our service.

We can take complaints from: a friend, relative, a Councillor, your MSP or an advocate if you have given them your consent to complain for you.

You can find out about advocates in your area by contacting the Citizens Advice Bureau.

## FOR MORE INFORMATION

Whalley Road, Wilpshire, Blackburn, BB1 9LL

**t** 01254 244700 **e** info@canw.org.uk

**www.canw.org.uk**

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