

FordHaven Complaints Procedure



FordHaven aims to provide families and referrers with the best possible service. However, from time to time there are occasions when users of our service may feel that the quality or level of service provided falls short of what can reasonably be expected.

Your continued involvement and goodwill is of great value to us.

If you have a complaint, we would like you to tell us about it.

If, as a result of a complaint made to FordHaven, any of the parties involved think it would be helpful to consult with the Local Authority Designated Officer.

All complaints will be dealt with as speedily as possible.

The procedure is designed to establish the facts quickly and to deal with the matter fairly.

- 1) Complaints should be made initially to the Coordinator or Team Leader. If the complaints 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 the notes. Any witnesses to add notes and sign & date.
 - 2) These notes should be given to the Co-ordinator – or to a member of the Management Committee if the Co-ordinator was on duty at the time of the complaint or is the subject of the complaint – as soon as possible. They will then investigate the circumstances in so far as FordHaven is concerned, making notes, which should be signed and dated.
 - 3) The Co-ordinator will then discuss the matter with the complainant and will attempt to resolve the issues to the satisfaction of all concerned. A witness should be present to take notes that all parties should sign & date.
 - 4) If this is not possible, 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 investigate the complaint and send a full written reply within 30 days, or explain why further time is necessary.
- a. Set out the complaint so that the complainant can be sure it has been understood.
 - b. Describe the event and circumstances surrounding the complaint.
 - c. Say 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 the Chair of the Management Committee will have taken legal advice or contacted the insurers before writing.
 - d. Apologise on behalf of the FordHaven (if the complaint is deemed to be fair) and explain the steps it has taken to avoid it happening again.



The reply will:

e. Notify the complainant that if he/she is not happy with this decision, then he/she must notify the Chair of the Management Committee within 14 days of receiving the reply that he/she wishes to take it further.

f. If the complainant wants to have his/her complaint heard at a Management Committee of the FordHaven, he/she will be entitled to bring a friend who can speak for the complainant, as can the person from FordHaven who is subject of the complaint (if appropriate). Three members of the Management Committee (excluding the Chair) shall hear the complaint. Both the complainant and the person against whom the complaint has been made shall be allowed to have their say and all previous written notes and the Chair's investigations shall be taken into account. A written decision will be sent to all involved as described in paragraph 5 a-e.

- 1) If the complaint is resolved at paragraph 3 above, then the matter shall be reported at the next Management Committee Meeting and recorded in the minutes of that meeting.
- 2) The written records of all complaints will be held by the Chair of the Management Committee, including any written legal or insurance responses, for a period of one year. Following this period the material will be shredded.

Approved by: Roxana Ford - Director
Last reviewed: March 2024
Next review due by: March 2025