



## **3D Families**

### **COMPLAINTS PROCEDURE**

#### **▪ Why have a complaints procedure?**

3D Families aims to provide a first-class service but there may be times when you are not happy about something, and if this is the case it is important for you to tell us.

The aims of this complaint's procedure is to give you clear details of what steps you can try to take to get things addressed when you have a problem.

The complaints procedure also gives us the chance to keep an eye on the quality of service we provide so that we can continually work to improve it.

#### **▪ Who can use the complaints procedure?**

Anyone who receives or requests a service from 3D Families can use the complaints procedure. This includes people using our premises, people attending activities at 3D Families and people living in the neighbouring community.

The procedure is also open to people who may be acting on your behalf, such as a councillor, advice agency or solicitor (but as you will see later we do encourage you to try and sort things out with us first).

If you belong to a group or association we will be happy for them to contact us on your behalf.

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

You can complain about any aspect of our service which you are unhappy about. For example:

- Have you been refused a service requested from 3D Families
- Do you feel dissatisfied with any service given by 3D Families
- Are you unhappy with the way you have been treated at 3D Families
- Do you wish to challenge a decision or statement made, or action taken by 3D Families
- Have you any suggestions which you wish to make to help 3D Families improve and develop its practice and services



- **Trying to sort things out informally**

You have every right to make a formal complaint whenever you wish to, but in the first instance it can often be quicker and easier for everyone if the problem can be sorted out informally.

To try and resolve a problem informally, the best thing to do is to talk to a member of 3D Families staff regarding your complaint. This will therefore give you any opportunity of having the problem sorted out as soon as possible.

- **The formal complaints procedure**

If the problem has not been sorted out informally, you should in the first instance take your complaint to the Head of Operations and the Chief Executive Officer.

If you have a complaint against a member of staff you should write directly to the Head of Operations and the Chief Executive Officer. If you have a complaint about the Head of Operations or the Chief Executive Officer, the complaint should be addressed to the Board of Directors.

When you make a complaint, it is really important for you to let us know exactly what the problem is and how you would like to see it resolved. We would encourage you to do this in writing where possible, but if this is not possible you can complain in person. If the correct person is not available your complaint will be noted by the person who speaks to you and passed on. Or you could make an appointment to meet with the required person, at a later date/time.

If you have made a complaint in person the member of staff who notes the complaint will check with you that they have taken a correct record of events, and you will normally be asked to sign this. Sometimes staff will offer to write to confirm what you have said and will then ask you to inform them if the letter is accurate within 3 working days. This means that everyone will be clear of the details of the complaint. We will then write to you within 1 month of initially receiving the complaint, to let you know the outcome. However please remember that some things may be out with our control regarding timescales and decisions etc.

All formal complaints will be reviewed by the board via our Service Delivery and Evaluation Working Group.



- **Taking your complaint further**

If you do not feel that your complaint has been satisfactorily resolved, there is one further stage of appeal. Any appeal should be made within 1 week of receiving the written response.

- **Complaints regarding members of the Board of Directors**

Complaints about a member of the Board of Directors will be considered only if the Board Member was acting on behalf of 3D Families or where it is suggested that his/her actions have brought 3D Families into disrepute. It is important to remember that some of the Board of Directors are members of the local community, whose conduct outside of 3D Families is a wholly private matter. Board members agree to abide by a Code of Conduct while on the Board and this code is available to everyone.

- **Who will know about my complaint?**

We will as far as possible respect the confidentiality of your complaint. Whilst we are looking into your complaint your name will not be divulged anymore than is absolutely necessary. If your complaint goes before the Board of Directors they shall be informed of your name.

You will appreciate, however, that if your complaint involves a member of staff it may be difficult for us to look into this without talking to that staff member. However if you specifically ask for us not to talk to the staff member involved then we will respect your wishes. However this may mean that it will not be possible to tackle the problem and reach an outcome. It will also not normally be possible for us to deal with anonymous complaints, as it is obviously difficult for us to check things with the person making the complaint.

- **Getting independent advice**

We would always hope that a problem can be sorted out informally. However, you may feel it is important for you to get independent advice before you decide whether to complain to us formally. Advice agencies in this area include:



- Citizens Advice Bureau
- Law Centre
- Community Councillor

▪ **How do we record and monitor complaints**

Complaints can help us as well as you! All formal complaints made to 3D Families are recorded and reported to senior management, who will regularly advise the Board of Directors of changes or improvements 3D Families can be taking as a result of complaints received.

▪ **Improving our service to you**

Complaints are not the only way of telling us what you think of the service we provide! We always welcome suggestions on how we can improve things so if you have any ideas about this please let a member of staff know.