



Complaints and Compliments Policy

Policy Statement

Dads Rock aims to provide a quality service to all people who use our services, their families and their representatives. However, Dads Rock appreciates that there will be occasions where problems arise and in these cases Dads Rock will seek to address and resolve issues of complaint as quickly as possible. The feedback received through compliments is as important as complaints. Compliments allow Dads Rock to identify where things have gone well and this can allow Dads Rock to introduce this positive practice in other parts of the organisation.

Purpose Of The Policy

Dads Rock recognises that the Complaints and Compliments Policy gives people who use our service, family members, customers, representatives, volunteers or members of the public a process in which to give feedback on the quality of the service provided and in turn it gives Dads Rock the opportunity to learn and grow.

The policy is in place to ensure that:

- Complaints are dealt with effectively
- Complaints are appropriately looked into
- All complainants are treated with respect and dignity
- Complainants are given the opportunity to appeal if they remain dissatisfied with the response given
- Service and organisational learning is identified out of complaints and compliments.

Who Is Affected By This Policy

People who use our services, family members, customers, representatives, staff, volunteers or members of the public who wish to give us feedback regarding the service provided by Dads Rock.

Who Should know about this Policy

All Dads Rock staff members, students on placement, who may receive a complaint or compliment should be aware of the policy and the procedure to follow, in order to appropriately manage the issue(s) or to pass this on to the correct person. All those we work alongside, family members, customers, representatives and volunteers should be aware of the policy. Any member of the public wishing to make a complaint should be made aware of the policy.

Definitions

A Complaint – For the purposes of the Dads Rock Compliments and Complaints Policy, a complaint is an expression of dissatisfaction about the way in which Dads Rock is perceived to have provided a service.

A compliment – A polite expression of praise or admiration. Positive feedback on the service being provided.

Service Complaints Recording Form – when a complaint is managed within the service this is the paperwork which is completed by the Service Manager and issued to the complainant on the outcome of their complaint.

Delegated Powers – this identifies the appropriate route to manage the complaint based on the nature and frequency of the complaint.

Complaint Manager – a Complaint Manager is appointed when the complaint is received. The Complaint Manager will be responsible for looking into the matter of complaint and formally responding to the complainant.

Core Principles

1. The Complaints and Compliments Policy is an organisational policy and is applicable across all service areas.
2. All complaints will be acknowledged promptly and in most cases this will be within 5 working days.
3. Where a complaint requires to be investigated, a Complaint Manager will be appointed and they will seek to conclude the complaint within 20 working days.
4. During the admission process all Service Users will be given a copy of the Complaints and Compliments Policy Summary and will be made aware of how to access the full policy and how to make a complaint either verbally or in writing through the Dads Rock policy.
5. When a complaint is received the nature of the complaint will be reviewed in line with the Complaints Delegated Powers. This will identify the route by which the complaint will be managed.
6. Dads Rock expects that complaints will raise any issues within 12 months of the date a matter occurred, or the date the matter came to the attention of the complainant. Dads Rock does reserve the right to consider complaints which are out with the 12 month timeframe if there are specific circumstances which have prevented the issue from being raised sooner.
7. Dads Rock would welcome the opportunity to resolve any complaints prior to a complaint being made to an external body such as a Local Authority or Regulator. However, where a complaint is made directly to a relevant external body Dads Rock will fully comply with requests for information as part of their investigation.
8. Dads Rock will assist people to provide feedback.
9. Dads Rock will keep written records of all complaints regardless of whether they are received verbally or in writing, in line with Data Protection principles.
10. Complainants have the right to appeal against the outcome of their complaint if they believe it to be unfair.
11. Copies of written compliments are forwarded to the chair of the board of trustees.

Responsibilities

1. Senior Management Team to ensure appropriate policy is in place and that Managers are appropriately applying the policy
2. The Service Manager will promote and adhere to the policy and ensure that all employees are aware of the policy and have read and understood it.
3. All staff must ensure they read and understand the policy and follow it when necessary.

References to other Policies/Documents

Data Protection Act/Policy
Scottish Fundraising Standards Panel
Grievance Policy
Whistleblowing Policy