

## **BRIGHTON UNEMPLOYED CENTRE FAMILIES PROJECT**

### **INDUCTION - GUIDANCE IN MAKING A COMPLAINT**

All complaints, both verbal and written are important. They will be taken seriously and responded to promptly. Complaints are CONFIDENTIAL.

Complaints may be about the way someone is behaving towards you; towards others; in general around the Centre or in a specific work area. Serious complaints are a breach of Centre Policy: Safe Centre Policy; Equal Opportunities Policy, and Confidentiality.

#### **Who to complain to**

- If your complaint is about a Centre user please direct your complaint to the Day co-ordinator.
- If your complaint is about a volunteer, please direct your complaint to the paid worker for that volunteer work area. If they are not available, speak to the day co-ordinator.
- If your complaint is about a paid worker, please direct your complaint to the Staffing Sub Committee.
- If your complaint is about a trustee, please direct your complaint to the SSC. If the person complained about is a member of SSC, they will be excluded from the complaints procedure.

#### **Types of complaint**

##### **Informal/ verbal**

- Many complaints can be resolved through a verbal complaint. Please try and talk to the most appropriate person (i.e. if the complaint is about a volunteer, talk to the paid worker who co-ordinates that area) and voice your concerns. This will be treated seriously and confidentially.

## **Formal/ Written**

- Try to find someone in the Centre such as a worker or a trustee that you trust to support you through this complaint. They can support you in filling out a complaints form and be with you at any meeting you may be asked to attend.
- Fill in the form available from the office; we need your personal details to contact you to inform you of how your complaint is being resolved. Try to be as clear as possible when you describe the incident(s) if any more detail is needed you will be contacted.
- Please ensure you sign the form.

## **What happens next?**

- You will be contacted within 2 weeks of lodging your complaint.
- If the complaint is verbal, the appropriate person will try and resolve it.
- All written complaints will be discussed at a SSC meeting. You may be asked to attend a special meeting to discuss your complaint.

When receiving complaints and investigating them, a judgement will be made as to the seriousness of the complaint.

- Any allegation of breaching the Safe Centre Policy will be deemed serious.
- Where a complaint involves possible breach of contact or misconduct of a volunteer, paid worker or trustee, then it will be deemed serious.

## **Investigations**

- All investigations will be confidential.
- Records will be kept of all the steps taken.
- Investigations will be as thorough as possible. All parties will be interviewed and / or invited to give evidence in writing. This includes the complaint, the person(s) complained about and any witnesses.

Serious complaints and recommendations will be presented at the next Executive Committee meeting.

If at the end of this procedure the complaint is not resolved, the SSC will report to the Executive Committee. They will consider what further action is necessary. At this stage the complainant will be informed that they can have access to the complaints procedures of our major funders.