



THE CHILDREN'S CENTRE EXTERNAL COMPLAINTS PROCEDURE

This procedure applies to all external clients or customers about The Children's Centres staff, performance, behaviour or any aspect of the services we offer. The template to record a complaint is attached at the end of this procedure.

Outcome

To be aware and know how to obtain support and make a complaint.

How to Complain

Most of the time, any concerns you have can be settled by talking to the Department Manager or a member of staff. Every complaint / concern is taken very seriously and will be dealt with in the most appropriate manner and in many circumstances situations can be dealt with informally and quickly. However, there may be occasions when you want to make a formal complaint. There are 3 stages to the complaints process.

STAGE 1

Make your complaint in writing to the Departmental Manger, where the Department Manager is the subject of a complaint please address to the Head of The Children's Centre, if the complaint is in connection to the Head of The Children's Centre, please address to The Chairman of the Board of Trustees.

Address : The Children's Centre, Wallberry Farm, Old Castletown Road, Douglas, Isle of Man, IM4 1AQ

Your complaint will be acknowledged in writing 5 five working days. We aim to resolve Stage 1 complaints within 14 working days. Once a decision is reached the complainant will be advised of the outcome. If a resolution will take longer than 14 days you will be kept informed about any delays. **The majority of complaints are resolved at Stage 1.**

STAGE 2

This stage will be activated if the complainant is not completely satisfied with the outcome of Stage 1. The complainant must confirm in writing, within 14 calendar days of the date of the Stage 1 response, the reasons for their dissatisfaction. Your Stage 2 complaint will be acknowledged within 5 working days. Once a decision is reached the complainant will be advised of the outcome within 28 days. If a response will take longer than 28 days, you will be kept informed about any delays.

STAGE 3

This is the final stage of the complaints process. If the complainant is dissatisfied with the outcome of Stage 2, they must write to the Head of The Children's Centre or Chairman, Board of Trustees, within 14 calendar days of the date of the Stage 2 response, stating the reasons for their dissatisfaction. Your Stage 3 complaint will be acknowledged within 5 working days.

No person implicated in a complaint, or close associate of anyone implicated may be involved in carrying out any investigation.

Documentation relating to the complaint will be considered and any further written representations the complainant wishes to make. Once a decision is reached the complainant will be advised of the outcome within 28 days. If a response will take longer than 28 days, you will be kept informed about any delays.

The outcome of Stage 3 is final.

APPENDIX 1

THE CHILDREN'S CENTRE COMPLAINT FORM					
Name	First:	Last:	Middle:		
Title	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Ms: <input type="checkbox"/>	Miss: <input type="checkbox"/>	Other: <input type="checkbox"/>
Address					
Contact Tel	Mobile:	Home:	Work:		
Email					
Complaint Detail (use continuation sheet if required)					
What actions do you feel might resolve the problem at this stage?					
Are you attaching any paperwork, if so please detail below?					
Please sign and date the form below to certify that you have read and understand the contents					
Signed		Print		Date	

RETURN FORM TO	In the first instance please return to the Department Manager, if the complaint is about the Manager, please address to : the Head of The Children's Centre, and if the complaint is about the Head of the Children's Centre address to Chairman, Board of Trustees at: Wallberry Farm, Old Castletown Road, Douglas, Isle of Man, IM4 1AQ
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INTERNAL USE ONLY

STAFF USE	Date received					
	Date Acknowledgement sent		By Whom			
	Complaint Referred to					
	Signed		Title		Date	
FINAL OUTCOME						