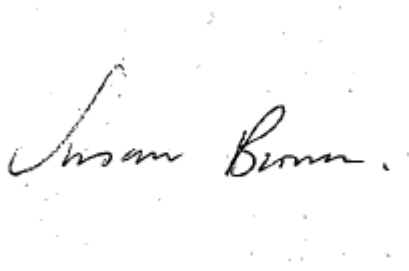
		COMPLAINTS POLICY
Author & Version	Date reviewed/approved	Signature of Chair
Charlotte Gibbens V5	16/01/24	
Number of pages	5	Date of next review: January 2026

CLEAR is committed to providing the best possible service for all our clients. Sometimes however, our clients' expectations may not be met. In those rare circumstances, we will apologise, see how we can learn from the situation and correct things where we can. If there has been a misunderstanding, we will seek to identify how that has happened and to adjust our procedures to avoid a reoccurrence.

This Complaints Policy is for:

- Any child, young person, or adult receiving services from CLEAR
- Any parent or carer who has parental responsibility for a child or young person who is receiving services from CLEAR
- Complaints made on behalf of a child or young person or vulnerable adult

Where a complaint is received from a representative acting on behalf of a child, young person, or vulnerable adult, we will confirm where possible that the child, young person or vulnerable adult has agreed for this to happen, and that the complaint submitted reflects their views.

The CEO, in conjunction with the Board of the Trustees, has the discretion to decide whether the representative is suitable to act in this capacity or has "sufficient interest" in the person's welfare. In these circumstances it is our policy to take the following into consideration:

- the wishes and feelings of the child or young person
- the wishes and feelings of the parents/carers of the child or young person

If a decision is reached that the representative does not have sufficient interest the Chair or other appointed officer of CLEAR will write to the complainant explaining why. However, it is our policy to consider representation with regard to this decision on a case by case basis.

With any complaint we receive we hope it allows us to learn and improve for the future as well as offering an opportunity to put things right for the person who has made the complaint.

The purpose of this policy is to ensure that no person coming into contact with CLEAR ever feels that they have not had good experience or that their feedback or complaint has not been taken seriously and dealt with empathetically and efficiently.

Feedback from clients and how we deal with it is invaluable in helping us to continuously improve. Negative feedback and complaints are helpful in pinpointing what we need to do better, and if we deal with complaints effectively, we can often improve our relationships with clients overall.

Our Complaints Procedure:

Complaints may be received by any member of staff and may arrive in many different forms, for example by letter or email, comments on a feedback form, social media or telephone. Section 1 of the complaint form (Appendix A: Complaint form) must be completed by the staff member at the time of complaint and sent to the CEO and Operations Manager to further action.

We will aim to send you a letter within 5 working days acknowledging your complaint. If appropriate we will ask you to clarify or explain the complaint further and will also ask what resolution you are seeking. We will advise who will be managing the complaint and give their contact details to you.

The complaint manager will then, or on receipt of the further information requested (if any), investigate your complaint, examine the relevant file (if applicable) and speak with members of staff as appropriate.

The Complaints Manager will write, telephone or arrange a meeting with you to discuss and hopefully resolve your complaint or seek further clarification from you. We aim to respond within fourteen days of our acknowledgement letter, but please bear in mind that in some cases our investigations may take longer. If upon investigation it becomes apparent that the complaint cannot be responded to fully within twenty one days from the date of receipt, we will tell you this and the reasons for the delay and will seek to agree a reasonable timescale for completion of the investigation and report to you, this communication will be recorded alongside the investigation and on the complaints form held by CLEAR.

Next Steps

If you are happy with the resolution, the complaint manager will close and file the complaint. If, having received the written conclusions at that stage, you are still not satisfied, please let us know and we will arrange for the Chair of the Board, or if more appropriate another member of the Board who has not been involved in your complaint, to review the position.

We will write to you again after receiving your request for a review, setting out our final position on your complaint and explaining our reasons. If you are still not satisfied with the outcome from this process, you could take your complaint to the British Association of Counsellors and Psychotherapist (BACP) or to the Charity Commission, at which point we would follow their own policies and procedures.

Relevant contacts:

BACP House, 15 St John's Business Park, Lutterworth, Leicestershire LE17 4HB. General Enquiries: 01455 883300.

Charity Commission: <https://www.gov.uk/complain-about-charity>

General Enquiries: 0300 066 9197

Monitoring and Learning from complaints

Complaints are reviewed annually by the Senior Management Team to identify and trends which may indicate a need to take further action.

Appendix A: Complaint form

This form is to be completed for all complaints received by whatever means (including in writing, by email, in person or by phone). Please attach copies of any written correspondence to this form when complete and send it to the Operations Manager.

Section 1 Complainant details

Name	
Address	
Contact number	
Email address	
Date received	
Received via	

Details of the problem

Date/time of complaint	
Details of complaint (please include all facts clearly)	

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Section 2 CLEAR Problem resolution process

Name & role of person completing form	
Reported to CEO on	Date:
Assigned Complaint Manager	

Actions	
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Learning Outcomes from this complaint.	