
		<h2>COMPLAINTS PROCEDURE</h2>
Author & Version	Date reviewed/approved	Signature of Chair
Andy Brelsford V1	16/02/26	 Jean Curd
Number of pages	4	Date of next review: January 2028

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.

These procedures should be read in conjunction with the Complaints policy, which clearly sets out how complaints can be made and how CLEAR will handle them.

Complaints can be made by:

- 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

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. It is important to be as honest and objective as possible. The question is not "what level of service did we set out to provide" but "what was the actual experience of the individual"

Monitoring and Learning from complaints

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

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 / Deputy / Clinical Lead as appropriate.

Timescales

All complaints should be treated with a degree of priority. Often, delays in dealing with complaints compound the problem and make it harder to reach an agreed solution.

We should aim to send a letter **within five working days** acknowledging receipt of a complaint and asking for any clarification or information necessary to help with investigating / resolving the issue. This letter should provide the complainant with a named contact (Complaint Manager) and an email address / phone number of that person.

The Complaints Manager will write, telephone or arrange a meeting to discuss and hopefully resolve the complaint **within fourteen days** of our acknowledgement letter. (If upon investigation it becomes apparent that the complaint cannot be responded to fully **within twenty one days** from the date of receipt, we need to advise the complainant of the reasons for the delay and seek to agree a reasonable timescale for completion of the investigation.

Appeals

Complainants should always be informed of the right to appeal and supported to make an appeal where they are not happy with the resolution offered by CLEAR.

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 relevant 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 brief summary and attach relevant correspondence)	

Section 2 CLEAR Problem resolution process

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

Actions	
Details of any Appeal	
Learning Outcomes from this complaint.	