

Title:	Complaints Policy	 <p>Registered Charity No : 1165574</p>
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## COMPLAINTS POLICY

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

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

The board of Trustees have the discretion to decide whether or not the representative is suitable to act in this capacity or has “sufficient interest” in the child’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.

**Our Complaints Procedure.**

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 the Complaints Manager for the complaint made and give their contact details to you.

Our complaints 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.

### **Next Steps**

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

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