



## **CFAB COMPLAINTS POLICY**

Children & Families Across Borders seeks to ensure that complaints and representations are resolved quickly and handled in a sensitive, thorough and non-biased manner.

CFAB respects the right of all service-users, and volunteers to make a complaint, without discrimination and confidentially.

CFAB will arrange for the Complaints Policy and Procedure to be accessible to people with physical, sensory and learning impairments and to those whose first language is not English on request.

Complaints can be made about:

- A member of staff
- The provision, refusal, or timeliness of services by CFAB
- The quality of services provided by CFAB
- The conduct/operation/procedures of CFAB
- Actions to notify the responsible authority where there appears to be evidence that a child is at risk or abused
- Adequacy of the provision of information about operational procedures
- Issues around Data Protection

There are a number of avenues, internal and external, informal and formal, for making a complaint and the appropriate avenue for making a specific complaint will depend on:

- The nature of the complaint
- Who, and where, the complainant is
- The views of the complainant

The chosen avenue will determine how a specific complaint will be handled.

All complaints will be fully investigated within 28 days, where practicable. The complainant will be advised of the outcome of the investigation and any resulting action.

A complete record of all complaints will be kept and reviewed annually.

A copy of this Complaints Policy and Procedure must be provided to:

- all CFAB staff and volunteers
- all prospective service users refused a service from CFAB
- service users and anyone acting on a child's behalf at their request.

## **CFAB Complaints Procedure**

### **1. How to make a Complaint:**

#### **1a Individuals who use the services of CFAB:**

A verbal or written complaint can be made to:

- 1) a Social Worker
- 2) the Head of Services
- 3) the Finance and HR Manager
- 4) the Chief Executive

Complainants should give details of their concerns as soon as possible after the event that caused the complaint.

**NB:** *If assistance is required in making a complaint (through disability, language or age) a social worker will be made available to provide or obtain the relevant assistance.*

*If a complaint is received on behalf of someone else, it will be necessary to have the complainant's authority to make the complaint.*

#### **1b Authorities/Agencies in the UK who use the services of CFAB**

A verbal or written complaint can be made to:

- 1) The Allocated Manager
- 2) The Head of Services
- 3) The Finance and HR Manager
- 4) The Chief Executive

It is recommended that the initial complaint be made in writing to the Allocated Manager depending on the nature of the complaint.

Serious complaints should be made in writing to the Chief Executive.

#### **1c Authorities/agencies and individuals overseas who use the services of CFAB**

Complaints from an overseas CFAB unit should be made in writing to the supervising social worker and/or the Allocated Manager who may bring it to the attention of the Chief Executive.

### **2. The Process of dealing with a complaint**

#### **Complaints from the UK:**

##### **Stage 1: Informal Resolution**

A verbal complaint will initially be dealt with by the person with whom it was raised, who will investigate the situation and try to reach an immediately resolution. S/he may seek the advice of his/her line manager

## **Stage 2: Formal Resolution**

If the complainant is not satisfied with the response s/he will be asked to submit the complaint in writing to the Finance and HR Manager or Chief Executive

If a written complaint is made it will be acknowledged within 5 working days by direct contact, telephone or letter. The complaint will be investigated by the Chief Executive and/or the Finance and HR Manager who will look into the complaint and will aim to:

- Investigate the situation about which the complaint was made
- Make it possible for the complainant to discuss the problem with those concerned, if applicable
- Seek a satisfactory resolution
- Identify the contributory factors leading to the complaint and try to eliminate these to prevent any similar complaints
- Advise the complainant of the outcome and any resulting action
- Complete the investigation within 21 working days

## **Stage 3: Trustee Investigation**

In the event of failing to achieve a satisfactory resolution, the matter will be referred to a member of the Board of Trustees to investigate the situation, discuss it with the complainant and any other relevant person, and thus seek a mutually agreeable resolution

## **3. Complaints from Overseas:**

### **Stage 1: Informal Resolution**

A written complaint will initially be dealt with by the person with whom it was raised, who will investigate the situation and try to reach an immediately resolution. S/he may seek the advice of the Head of Services.

### **Stage 2: Formal Resolution**

If the complainant is not satisfied with the response, the complaint will be submitted to the Chief Executive who will look into the complaint and will aim to:

- Investigate the situation about which the complaint was made
- Make it possible for the complainant to discuss the problem with those concerned, if applicable
- Engage with the Director in the overseas country (if applicable)
- Seek a satisfactory resolution



- Identify the contributory factors leading to the complaint and try to eliminate these to prevent any similar complaints
- Advise the complainant of the outcome and any resulting action

### **Stage 3: General Secretariat Investigation**

If the complaint is between two CFAB units and a satisfactory solution still cannot be found between Directors, the matter can be referred to the General Secretariat for intervention.

## **4. Recording**

All complaints will be recorded in the “Complaints File” held by the Chief Executive, which will record the nature of the complaint, how the complaint was dealt with (and by whom) and the outcome. These records will be kept for a period of three years. If the complaint relates to a particular CFAB social worker, this will also be recorded on their personal file. The records will be checked annually by the Chief Executive to check the procedure is working, identify any patterns and take action on individual complaints.

CFAB will submit to CSCI a summary of complaints, upon request.

***All complaints will be handled seriously and promptly and must be handled sensitively, thoroughly and impartially.***