

Complaints Policy

This policy should be read in conjunction with:

The CLCC Ltd Complaints Procedure.

The CLCC Ltd Aims, Visions and Behaviours Statement.

The CLCC Ltd Equal Opportunities Policy.

The CLCC Ltd Data Privacy Notice for Potential Clients and Contracted Clients

The CLCC Ltd Data Privacy Notice for Staff, Volunteers and Non-Member Health Professionals

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1. Principles

1.1 Carrs Lane Counselling Centre is committed to providing the best possible service for all our clients.

1.2 A complaints policy and procedure are necessary to ensure that clients can complain about the quality of the service, complaints are acted upon, and the service for current and future clients can be open to improvement.

1.3 Clients have a right to complain about the service they receive from Carrs Lane Counselling Centre.

1.4 By acting on the complaints received, Carrs Lane Counselling Centre can learn valuable lessons which can help to improve the quality and effectiveness of our service.

1.5 Carrs Lane Counselling Centre is committed to ensuring equal access to our complaints procedure and will respect differences of culture, race, gender, sexuality, disability, religion and values.

2. A complaint

A complaint is a written or oral expression of dissatisfaction relating to a service an agency/organisation provides, which implies or states that the service as delivered is unsatisfactory, and which requires a response.

3. Who can complain about our service

Complaints can be made by people who use our service i.e. clients who use our reception/administration service and/or counselling services, or their representatives.

4. How we respond to a complaint

Complaints should be responded to in ways which are:

- timely
- with a clear process
- not defensive
- listening and learning
- acknowledging the complainant's feelings
- helping everyone to keep their dignity
- being prepared to say "sorry" when we mean it
- saying what we will do differently as a result of the complaint

5. Needs and expectations of a person making a complaint

A person making a complaint may need and/or expect:

- to be listened to
- transparency, honesty
- acknowledgement throughout the process
- the right to have an Advocate or Representative involved
- equality
- justice
- change

- to be kept informed
- to have the matter put right
- to stop it happening again
- an apology
- a written response
- Information from the complaint used to improve the service

6. Needs and expectations of a volunteer or staff member who is the subject of a complaint

Every volunteer and staff member should be prepared for the possibility that however good their practice might be, a complaint could occur at any time. At such a time, the volunteer or staff member involved may experience a variety of feelings and uncertainties. That person's needs and expectations could include:

- to feel safe
- support
- be listened to
- acknowledgement of his/her feelings
- involvement of an Advocate or Representative
- timescales
- information
- affirmation
- involvement

6. The purpose of a complaint investigation

The purpose of an investigation is to establish what happened, or did not happen, and to learn from the process. An investigation recognises responsibility but is not about attributing blame. It should be open and transparent.