



Bold Moves Complaints Policy and Procedures

Bold Moves Family Services aims to provide children and referrers with the best possible service.

We value openness and honesty and your opinions, comments and suggestions are welcomed. Sometimes, however, we may get things wrong and you have a right to make a complaint. We view complaints as an opportunity to learn and to improve our services, as well as a chance to put things right for the person who has made the complaint where appropriate or possible.

If you have a complaint about our centre or one of our staff members, we would like to sort it out as soon as possible.

Many complaints can be resolved informally. If you feel able, speak to a member of staff who is working with you, or ask to speak to the manager on duty on the day. If you prefer, you can make an appointment with the manager and the staff member and they will try to sort the matter out.

If after trying to resolve your issues informally you are still not satisfied or do not wish to seek an informal solution, you may want make a formal complaint.

Please note that all complaints should be made within an 4 week period of your final sessions with Bold Moves.

There are three stages to the Bold Moves Family Service complaints procedure:

Stage 1

Your complaint should be put in writing and sent to familyservices@boldmoves.co.uk for the attention of Lucy Riddiough.

It is helpful if you clearly state in writing what you are unhappy about, and give details about what has happened, why something has caused you concern and the timeframe the issue took place and importantly how you have tried to resolve the issue informally prior to your complaint.

Your complaint will be forwarded to a senior team members who will organise an initial call to see if the complaint can be dealt with informally.

If the complaint is not able to be resolved on the initial call with a Bold Moves senior lead Lucy Riddiough will delegate an appropriate person to look into the complaint further – this

will usually be the area manager. If your complaint is about the manager you should advise this in your complaint and the matter will be referred to an alternative resolution officer.

If appropriate, the person investigating may clarify or seek additional information from you, or may speak to others involved in the case, this could include the staff member the complaint is against, other centre workers, children's social services or Cafcass officers.

The designated Bold Moves reviewer will then set up a meeting with yourself and the themselves, this meeting may involve if appropriate the referring officer in the case Cafcass and Bold Moves staff both the staff member who the complaint has been made against, if it is deemed that this could support a positive resolution. The resolution officer will set up the resolution meeting and invite attendees.

Other Bold Moves staff may be given an opportunity to respond as part of the investigation, any reports that have been produced as part of the work delivered will be reviewed, referring organisations (Cafcass etc.) will be notified about all complaints when referrals have come from family court and complaint will be shared with referring organisations and if a written response is requested by yourself as a result of the formal process, this response and the complaint will remain on file for 5 years from the date of complaint as per our information storage responsibilities.

Stage 2

If you feel your complaint has not been satisfactorily resolved at Stage 1, you should notify your reviewing officer that you would like the complaint to be considered further.

This should be done within 14 days of the resolution meeting or receiving the written response from stage 1 if a written response was requested by yourself for your record.

The Chair of the Management Board will acknowledge your complaint within 7 days and will tell you when you can expect a reply. This should be within 4 weeks. If this is not possible for any reason, a progress report should be sent to you with a new date when the investigation should be completed.

The Chair of the Management Board may investigate the facts of the complaint themselves, or may designate another senior person to do so. They may review all the paperwork of the complaint or may speak to the person who looked into the complaint at stage 1. If the complaint relates to a specific person, they should be informed and be given a further opportunity to respond.

The reply you receive will inform you of the action taken to investigate the complaint, and what resolution work has already taken place and whether your complaint has been upheld, partially upheld or not upheld and any conclusions or action taken as a result of the complaint.

You will also be informed how to progress to the next stage if you want to appeal the decision.

Stage 3

If you are not happy with the outcome of stage 2, you must inform the Chair of the Management Board within 14 days of receiving the response.

A panel of 3 Board members will be convened, not including the person who investigated at Stage 2. You will be invited to attend a meeting with them to discuss your complaint. The panel will consider all previous information and may wish to speak to staff/volunteers involved. A written decision will be sent to you within one month. The decision taken at this stage is final.

Variations to the complaints procedure

The Management Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest or to ensure an independent investigation, for example.

Monitoring and learning

Complaints will be recorded and reported to the next meeting of the [Management Board]. Complaints are reviewed annually to identify any trends or need for further action to improve the service.

Written records of all complaints, including any written legal or insurance responses, will be held by the Chair of the Management Board for 5 years in a confidential file and shared in full with referring organisations.

