



# COMPLAINTS POLICY

## **1.0 Introduction**

This procedure outlines The Bright Connections policy for dealing with formal complaints.

A formal complaint is different from an issues that may arise and resolved in an amicably manner.

Every complaint is different but the steps for dealing with them will be consistent.

## **2.0 Receiving Complaints**

### **2.1. What is a Complaint?**

A complaint is an expression of dissatisfaction about a service, action or a response the person has received from The Bright Connection.

### **2.2. Who can make a complaint?**

A complaint can be made by a family utilising the service of The Bright Connections, or by someone on their behalf for example, a family carer, relative, advocate or supporter; or by a professional body that has utilised the service of The Bright Connections.

### **2.3. How can a complaint be made?**

A complaint can be made:

- Verbally - by telephoning or speaking directly to a Bright Connection member of staff.
- In writing - by letter or email to The Bright Connection.

Letters can be sent to the business address of The Bright Connection:

The Bright Connections  
Great Pardon Community Centre  
Abercrombie Way  
Harlow, CM18 6YJ

Emails can be sent to: [natasha@thebrightconnections.co.uk](mailto:natasha@thebrightconnections.co.uk)

### **2.3. Dealing with complaints**

Complaints may be received by the contact centre manager or the contact centre coordinator. The complaint will be recorded, resolved and the outcome noted.

Service users/professional bodies will always be encouraged to speak to the contact centre manager in the first instance.

When a complaint cannot be resolved by the contact centre manager it should be escalated by the contact centre manager as a formal complaint to the Responsible Individual.

Service users /professional bodies may also escalate the formal complaint to the Responsible Individual should they not be content with the complaint outcome.

### **2.4 Formal Complaints – Registered Office**

Formal complaints should be made to The Bright Connection Head Office through the following means:

In writing to:  
The Bright Connections  
Great Pardon Community Centre  
Abercrombie Way  
Harlow  
CM18 6YJ

Telephone – 07794 325749  
Email – [natasha@thebrightconnections.co.uk](mailto:natasha@thebrightconnections.co.uk)

If the complaint is in relation to the Management team, the contact centre has an independent complaints officer who can investigate the complaint:

Sian Young  
Email: [sian.young@lotusresidentialcare.co.uk](mailto:sian.young@lotusresidentialcare.co.uk)  
Tel: 07749 325749

### **3.1. Process for dealing with formal complaints received.**

All formal complaints will be recorded in the complaints Log. This will include the nature of the complaint and the action taken and resolution.

Any complaints received by telephone will be recorded on a complaints form to ensure accuracy and that contact details have been recorded.

Receipt of complaints will be acknowledged within 7 working days – this may be by letter or email (depending on preference of the complainant). This will outline next steps and timescales.

Formal complaints will be referred to the contact centre manager who will aim to investigate and respond within 21 days.

If the service user/professional body is not content with the outcome of the complaint. They can escalate the complaint to The Bright Connections independent complaints officer who will investigate the matter on your behalf.

Sian Young

Email: [sian.young@lotusresidentialcare.co.uk](mailto:sian.young@lotusresidentialcare.co.uk)

Tel: 07794 325749

If a response cannot be given in the timescales stated, due to absence or the complexity of the matter, the complainant will be kept informed.

The final response to a formal complaint will be made in writing, stating the contact centre response to the complaint and any actions to be taken.

### **4.1. More serious allegations/safeguarding**

There are separate procedures that must be followed if the complaint concerns an allegation of abuse, safeguarding matters or accidents.

National Association of Child Contact Centres (NACCC)  
5 Russell Place  
Nottingham  
NG1 5HJ

## **5.0 Data Protection**

We will need to record and hold some personal data as part of the process of managing and resolving complaints. This will be held under the guidance of The Bright Connections Data Protection Policy.

## **6.0. Monitoring**

- 6.1 Periodic auditing of the organisations complaints process and Complaints handling will take place as part of The Bright Connections Quality Assurance process.
- 6.2 An analysis of complaints received and complaints resolved will be reviewed regularly by The Bright Connection committee.

