




Marches Family Network

Complaints Policy and Procedure

Written By	Rae Chambers
Updated By	
Owner	Trustees and Staff of Marches Family Network
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Signed by Chair of Trustees	
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Introduction

A complaint is any written or spoken expression of dissatisfaction with the service you receive from Marches Family Network.

Marches Family Network would hope that most problems could be resolved by expressing your concern to a member of staff. If, however, this is not appropriate, or you are not satisfied that the problem has been resolved or handled to your satisfaction, you may wish to make a formal complaint.

We are required to keep a written record of any complaints.

Our Commitment

Marches Family Network aims to provide a high-quality service across everything that it does, this includes services run for children and young people, families and all fundraising activities. We will therefore ensure that:

- Making a complaint is as easy as possible.
- All complaints are treated seriously and in confidence.
- Complaints are resolved promptly whenever possible.
- Marches Family Network learns from complaints and uses them to review and improve their service.

How to make a complaint

➤ Stage 1

Anyone who has a concern about any aspect regarding Marches Family Network, including provision of services and fundraising, talks over their concerns with the appropriate person.

- ❖ If the complaint arises from an activity session, it should be made to the Session Leader.
- ❖ If the complaint arises from other circumstances, or is about a Session Leader, it should be made to the Manager.
- ❖ If the complaint is about the Manager or a Trustee, it should be made to the Board of Trustees.

Most complaints should be resolved amicably and informally at this stage. The complaint is recorded in the Complaints Register, a copy of the register is attached as appendix A.

➤ Stage 2

If this does not have a satisfactory outcome, or if the problem reoccurs, the complainant moves to this stage of the procedure by putting the concerns or complaint in writing. Marches Family Network will notify receipt of the complaint within 5 working days of receiving it.

Marches Family Network stores all information relating to written complaints from parents/carers in the young person's personal file. If the complaint is not from a parent/carer these are stored in a separate file. When the investigation into the complaint is completed, the Manager meets with the complainant to discuss the outcome. Marches Family Network aim to inform all concerned parties of the outcome of the investigation within 28 days of the complaint being made.

If a satisfactory conclusion has not been reached at this stage any complaints NOT relating to children and young people will be dealt with by the Trustee Board. The decision of the Trustee Board in these matters will be final.

➤ **Stage 3 (Children's and Young Person Services only)**

If the parent/carer is not satisfied with the outcome of the investigation, they can request a meeting with the Manager and the Chair of Trustees. The parent/carer may have someone accompany them. An agreed written record of the discussion is made, as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it. This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points in our Complaints register.

➤ **Stage 4 (Children's and Young Person Services only)**

If at the stage three meeting the parent/carer cannot reach agreement with the charity, they are invited to meet with additional members of the Trustee Board to help to settle the complaint. This meeting can help to redefine the problem, review the action so far and suggest further ways in which it might be resolved. A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

Who Should the Complaint be Sent to

All complaints should be sent to Rae Chambers or Andrew Carpenter at the following postal or email address:

Marches Family Network
Mortimer House
Holmer Road
Hereford
HR4 9TA

Email : manager@marchesfamilynetwork.org.uk or ac@marchesfamilynetwork.org.uk

Please remember to include your contact details

Who Will Deal with my Complaint

All complaints will be managed by Rae Chambers and raised before the Board of Trustees.

Who Else Can Help

If your complaint is about any aspect of our charitable work, you may wish to contact the Charity Commission:

Charity Commission,
PO Box 211,
Bootle,
Liverpool,
L20 7YX.
Tel: 0300 066 9197

Website: <https://www.gov.uk/government/organisations/charity-commission>

Appendix A

Marches Family Network Complaints Register

Date	Name	Contact Details	Complaint	Action Taken	Date Action Taken