**Complaints Policy and Procedure**

**Families Need Fathers Both Parents Matter Cymru**

**Our Commitment**

We welcome the involvement of all our staff, trustees and volunteers and Service users in our charity and we try to ensure that their experience with us is a rewarding one. We try to get things right but occasionally we may fall short of your expectations. We therefore welcome comments on how engaging with us, as a volunteer, staff, Trustee or Service user can be improved.

However, if something is not resolved to your satisfaction you have the right to make a complaint. The procedure for making comments and making complaints is set out below.

**Help us help you, by raising concerns early**  [feedback@fnf-bpm.org.uk](mailto:feedback@fnf-bpm.org.uk)

**SERVICE USERS / 3RD PARTIES ACTING**

Should a service user & or a 3rd party acting for a client wish to make any complaint about the charity, we have a 3 stage complaints procedure in place,

**To complain about volunteers, and case advisors who assist the charity.**

**Stage 1 informal complaint**

inform either the helpline team or your case adviser you wish to make a complaint, you can email us [feedback@fnf-bpm.org.uk](mailto:feedback@fnf-bpm.org.uk) or you can write to us at Office 4, Abacus House, Caxton Place, Cardiff, CF23 8HA

If you have informed the Helpline\* or your Case advisor you wish to make a complaint, they will inform the Management team, who will contact you directly to discuss your complaint, this is normally within 7 working days. \* Please note in busy times our National Helpline is sometimes answered by another charity to help us with calls. They are not able to assist with complaints as such you should email [feedback@fnf-bpm.org.uk](mailto:feedback@fnf-bpm.org.uk) if you are not able to speak to our own helpline team.

**Stage 2, formal complaint**

should you be dissatisfied with the response given by the Management team, you can inform them within 14 working days, and they will then pass the complaint to the national manager of the charity for them to look at the complaint,

They will look at what action the Management team has taken and will contact you within 21 working days to discuss your complaint

**Stage 3, passed to the Trustees.**

should you be dissatisfied with the national managers outcome, you can ask for the matter to be addressed to the charity’s trustees,

The national manager will inform the trustees of the complaint, what actions has been taken by the Stage 1 Management team and the stage 2 national manager, and the trustees will discuss the complaint at the next trustee meeting, and you will be contacted by a trustee with the outcome.

**Please note by making any complaint, this will NOT have any impact on the level of support we are able to offer you, the only time we may withdraw support of our services, is if you have acted in an abusive and or threating manner towards any of our team or outside persons who we have referred you to.**

Should your complaint be about a member of the management team, this will be delt with by the national manager and then stage 3 as above.

Should your complaint be about trustee, this will be delt with at a trustee board meeting.

The Trustee concerned will be asked to provide a statement to the Board but whereas the Trustee concerned will be absent to ensure a fair outcome, the national manager will be invited to attend the meeting at the time.

Under GDPR you have a right to access your information and how we handled your complaint,

Should you wish to do this, please inform us in writing that you wish to make a SAR, we will need to see proof of I.D for our records, to protect your data.

More information on GDPR can be found on the information commissioner’s office below.

https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-of-access/

**How staff or trustees can comment/complain**

Comments or complaints by staff should be addressed initially to their line manager, or, if the complaint involves the line manager with any other member of the management team. The management team representative in receipt of the comment/complaint shall (i) attempt to resolve the matter informally initially, (ii) ask for a formal comment/complaint in writing if this is not successful and escalate the issue to the next management meeting for discussion on course of action, (iii) if that also fails, proceed to Stage 3 outlined below.

**How volunteers can comment/complain**

Volunteers can comment or complain by letter by writing to us at Office 4, Abacus House, Caxton Place, Cardiff, CF23 8HA, by phone to your line manager by email to [volunteering@fnf-bpm.org.uk](mailto:volunteering@fnf-bpm.org.uk) or by text to your line manager.

**Complaints Procedure for Volunteers**

Our complaints procedure has three stages: -

**Stage 1: First Informal Complaint**

You should, in the first instance, make your concerns known to the Volunteer Coordinator. S/he will try to resolve the matter immediately and informally, but if this is not possible, you will be asked if you wish to make a formal complaint.

**Stage 2: Formal Complaint**

If you wish to proceed further, you will need to put your complaint in writing addressed to the Volunteer Coordinator. At the Volunteer Coordinator’s discretion, they may escalate the matter to the management team, or deal with it themselves. Your complaint will be acknowledged in writing or by phone within one week. We will aim to resolve the complaint within two weeks. If this target cannot be met, you will be informed of the delay, the reason for the delay, and the new target for responding.

If the complaint involves the Volunteer Coordinator, you may address it directly to the National Manager.

**Stage 3: My Complaint has been Investigated but I am Still Not Satisfied**

At this stage the complaint will be escalated to the Chair of Trustees in conjunction with a member of the management committee of his/her choosing. They will carry out an

investigation and make a preliminary finding within 28 working days. Their finding will be presented to the management committee at their next meeting who will debate and agree what action and/or response is required. The outcome of that decision will be final.

**Complaints by other parties such as respondents to the client we are assisting.**

You have a limited right of complaint if you are the other party involved in proceedings with our client.

The only complaints we will investigate is if we have been negligent, and or unprofessional whist acting for our client.

We have a duty of care to ensure that we provide the correct level of support for those we are supporting based on our assessments and investigations.

If you believe our staff have been Negligent and or unprofessional, please let us know and we will investigate this.

You can write to us at Both parents matter Cymru Office 4, Abacus House, Caxton Place, Cardiff, CF23 8HA or email us at [feedback@fnf-bpm.org.uk](mailto:feedback@fnf-bpm.org.uk)

This will be passed to the Management team, and they will respond within 14 working days.

Should the complaint be about our national manager, then another senior manager will look at the complaint. If you are not satisfied with the outcome, then you have the right to ask the Charity Trustees to review the complaint.