



Complaints Policy

LAPIS Family Services (LFS) Complaints Procedure Policy

Purpose

LAPIS Family Services is committed to delivering compassionate, reliable, and family-centred support. We value feedback and view complaints as opportunities to learn, improve, and strengthen trust with those we serve. This procedure outlines how complaints will be handled fairly, promptly, and transparently.

Guiding Principles

- Respect and empathy for all parties involved
- Fair and impartial investigation
- Timely resolution and clear communication
- Commitment to learning and continuous improvement

1. Raising a Complaint

- Complaints should be made initially to the email address support@dorsetchildcontact.com
- If the issue cannot be resolved informally, the complainant will be invited to record the concern in writing, including:
 - A brief description of the complaint and circumstances
 - Signature of the complainant
 - Notes from any witnesses, signed and dated

2. Initial Review

- The written notes should be submitted to the address above.
- An internal investigation will be conducted, with signed and dated notes recorded.

3. Informal Resolution

- The coordinator will meet with the complainant to discuss the issue and seek resolution.
- A neutral witness will be present to document the discussion, with all parties signing and dating the notes.

4. Formal Escalation

If the matter remains unresolved:

- The complainant may submit a formal written complaint to the Chair of the Management Committee within 7 days.
- The Chair will acknowledge receipt and begin a formal investigation.

5. Written Response

Within 30 days (or with explanation if more time is needed), the Chair will provide a written response that includes:

- A summary of the complaint
- A description of the circumstances
- A decision on whether the complaint is upheld, with rationale
- An apology (if appropriate) and steps taken to prevent recurrence
- Notification of the right to escalate further if dissatisfied

6. Committee Review

If requested within 14 days of receiving the Chair's response:

- The complaint will be heard by three members of the Management Committee (excluding the Chair)
- Both the complainant and the subject of the complaint may bring a representative
- All prior documentation will be considered
- A final written decision will be issued

8. Recording and Retention

- All written records, including legal or insurance correspondence, will be retained by the for one year, after which they will be securely shredded.

Review Schedule

This policy will be reviewed annually or following any significant complaint to ensure continued relevance and effectiveness.