

HOME-START BRACKNELL FOREST

Bracknell Open Learning Centre
Rectory Lane
Bracknell
Berks RG12 7GR
Telephone: 01344 860025
E-mail: admin@homestartbf.plus.com
Website: www.homestartbracknellforest.org.uk



Complaints Policy and Procedures

The Home-Start Agreement states:

'From the models in the Home-Start Policy and Practice Guide all in Home-Start must adopt policies on . . . complaints procedure.'

Openness to comments and complaints provides information about how Home-Start's work is carried out. It can assist the volunteers, staff and board of trustees to be more sensitive to a family's needs.

Objects of the Complaints Procedure:

The Complaints Procedure enables families being visited by Home-Start Bracknell Forest Organisers and Volunteers to make complaints about the service and to have their complaints considered.

A complaint, in the context of the Procedure means:

'the expression of dissatisfaction with the service provided and the wish to have that dissatisfaction recorded and/or considered for improvement of the service and for the removal of dissatisfaction.'

Relationship with the grievance and disciplinary procedures

The Complaints Procedure is separate and distinct from the Grievance Procedure, which is available to employees and volunteers, and Disciplinary Procedures, which are available to be used by the Trustees as employers.

The Grievance Procedure enables employees to raise grievances in connection with their condition of employment and other employment-related matters. The Disciplinary Procedure is used by the employer when an employee may be in breach of the terms of employment.

However, an investigation of complaints may lead to disciplinary issues.

Who may complain?

Any member of a family being visited or a representative on behalf of any member of a family being visited may make a complaint. Each family should be given a Welcome to Home-Start leaflet which outlines the support Home-Start offers and gives information about what to do if dissatisfied with it.

Responsibility of Staff and Volunteers:

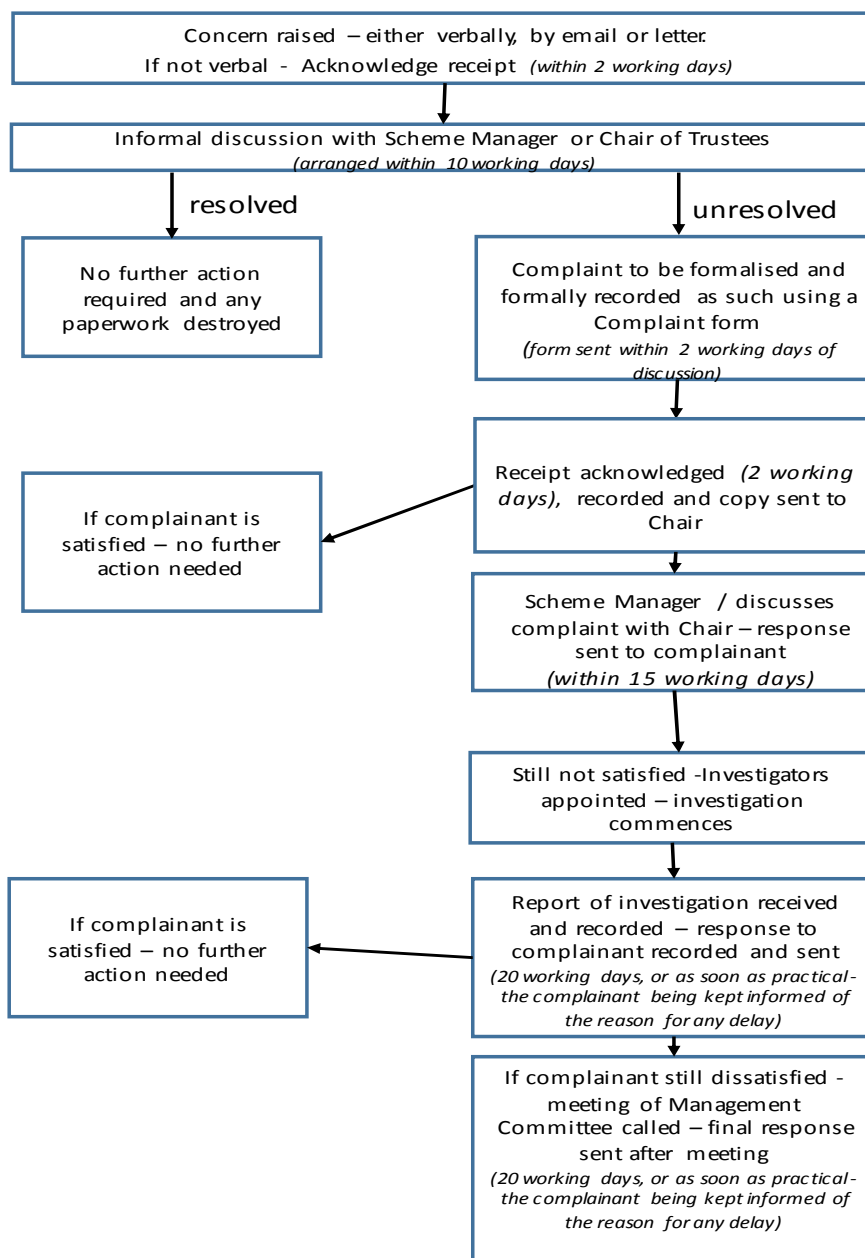
Home-Start Bracknell Forest Staff and Volunteers need to be sensitive and helpful to families and those acting on their behalf, who express a concern. This is part of Home-Start Bracknell Forest's commitment to a high quality service. Staff should give information about the Complaints Procedure and help complainants to understand and use it.

Staff and Volunteers must advise families who feel that they may have been subject to racial discrimination that they also have the right to use the provisions of the Race Relations Act. There should be no delay in giving this information since there is a three month time limit for making applications under the Act. However, it is up to the person concerned to decide whether to use that process and it is advisable for them to take specialist advice before proceeding.

The Home-Start Scheme Manager is responsible for ensuring the smooth working of the Complaints Procedure.

Anyone who has a concern with any aspect of Home-Start Bracknell Forest's service should, in the first instance, approach the Scheme Manager or Chair of Trustees (whoever is deemed most appropriate in the circumstances) with their concern to discuss and every effort should be made to resolve concerns through informal means. However, any person raising a concern should be made aware of their right to proceed with a formal complaint should the concern not be resolved informally to their satisfaction.

Complaints Procedure Flow Diagram



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Record of Complaint

To be completed by the relevant person in Home-Start Bracknell Forest (usually the Scheme Manager).

Home-Start Bracknell Forest		Complaint No.:	
Name and Address of Complainant			
Content of Complaint			
Unhappy about staff or volunteer's attitude			
Lack of care and attention by staff or volunteers			
Racial discrimination			
Lack of response to requests or messages			
Other (specify)			
Stage One		Dates	
Complaint received			
Complaint acknowledged			
Complaint recorded			
Copy to chairperson			
Written response sent to Complainant			

Stage Two	Dates (* or name)
Reply to response received	
Reply acknowledged	
Reply recorded	
Copy to chairperson	
Investigation commenced	
Name(s) of person(s) investigating complaint	
Investigation completed	
Written response sent to Complainant	

Stage Three	Date
Written dissatisfaction received	
Written dissatisfaction acknowledged	
Written dissatisfaction recorded	
Copy to chairperson	
Special meeting - notices sent	
Special meeting - date held	
Stage 3 written response sent to Complainant	

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Home-Start Bracknell Forest Complaints Form

To be completed by the Complainant

Home-Start Bracknell Forest	Complaint No:
Name and Address of Complainant	If the Complainant is acting on behalf of an adult member of a family, please give the name and address of that person
Name:	Name:
Address, including postcode	Address, including postcode
Telephone No.	Telephone No.
Details of Complaint	
(continue on a separate sheet if necessary)	

Signed: _____

Date: _____

When completed, this form should be sent to:

Home-Start Bracknell Forest
Bracknell Open Learning Centre
Rectory Lane
Bracknell RG12 7GR