

COMPLAINTS POLICY



Policy Version Number	1
Last Review	9 January 2021
Agreed by trustees	
Trustee signature	
Next Review	9 January 2022

Complaints Policy

Dads Unlimited are committed to providing a high standard of support to clients and we want to learn lessons when things go wrong.

When dealing with a complaint from our clients we will:

- Deal with complaints as quickly as we can and keep you informed
- Be fair and consistent
- Act proportionately to the concern you have raised
- Acknowledge when we have made mistakes, apologise and do what we can to put things right
- Be open and transparent about what we have learnt

Informal stage

If you are concerned about the standard of support you have received, please email the Director of Mentoring & Co-Parenting, Adam Colthorpe, who in the first instance will contact you to discuss further.

Email address: Office@dadsunltd.org.uk

If we are not able to work through the issue with you informally and reach a resolution, you can make a formal complaint.

How to make a formal complaint

Stage 1

Responsibility for handling a complaint will always lie with the Director of Operations. Although they may ask someone else to investigate the complaint.

Email address: Office@dadsunltd.org.uk with the subject heading of 'Complaint'.

We will formally acknowledge your complaint within 5 working days of receipt.

All complaints will be investigated within 20 working days of receipt. Where the issues are complex, further time may be required in which case we will email or write to you to explain why there is a delay and when you should expect to receive a full response.

We will:

- Let you know who is dealing with the complaint
- Fully investigate the complaint
- Write to you with a formal response providing all relevant information so that you can see your complaint has been properly considered
- If your complaint is upheld, we will give you a full apology along with our key findings, and actions to be taken to prevent a recurrence
- Provide you with information about what you should do if you are not satisfied with the outcome

Stage 2 – final stage

If you believe your complaint was not investigated properly you can escalate it to the Chief Executive Officer. Details of how to do this will be provided in our written stage one response.

We will acknowledge this within 5 working days.

The Chief Executive Officer will:

- Review all the documents relating to the complaint and how it was dealt with
- Write to you once the review is complete, setting out details of their investigation and subsequent findings
- If the review finds that the process was not carried out appropriately and/or the conclusion reached was different to the original outcome; then we will give you an apology and provide details of our key findings, and actions to be taken to prevent a recurrence

The decision of the Chief Executive Officer will be final. Complaint files are reviewed each quarter by the Trustee Board. Any unreasonably persistent and/or abusive and/or vexatious complaints will not be investigated.