



# Complaints Policy

## 1. Introduction and Policy Statement

The Catholic Children's Society (CCS) is committed to providing the best possible services for children and families. We value all feedback, whether positive or negative, to support our learning and continuous improvement.

We will address any concerns raised about our service promptly. Throughout this process all representatives of CCS will adhere to our organisational values and conduct themselves with integrity; we will work constructively to resolve concerns and treat all stakeholders with compassion, kindness and respect.

## 2. Complaints Process

### ***Stage 1: Initial Resolution***

Where a concern is raised about a particular team and/or member of staff, these staff will work proactively and positively with the complainant to resolve the problem and address their concerns. All complaints will be acknowledged within five working days of receipt. Our response will acknowledge the concerns raised and set out how we propose to address these, including the timescale involved. In some instances, we may seek further information and/or clarification to ensure the substance of the complaint is fully understood. We aim to resolve all complaints within 10 working days. The final proposed resolution will be put in writing to the complainant.

### ***Stage 2: Formal Investigation***

If the complainant remains dissatisfied with the outcome at Stage 1, then they can request that their complaint is dealt with at Stage 2. At this stage the complaint will be passed on to the CCS Complaints Officer (CO). The CO will contact the complainant to give them the opportunity to explain why they remain dissatisfied with our response and the outcomes they are hoping to achieve.

The CO will investigate the complaint and aim to resolve it within 10 working days. Where key staff are absent, or the case is more complex, an extension of 10 working days may be required. The complainant will be informed if this is necessary. The final proposed resolution will be put in writing to the complainant.

### ***Stage 3: Senior Independent Review***

If the complainant remains dissatisfied with the proposed resolution, they can request that the matter is reviewed by the Senior Complaints Officer (SCO). This will be a senior member of staff (or trustee) who has not previously been involved in the complaint. The SCO will review whether the complaint was handled fairly,

proportionately, and in line with policy. The SCO will have 30 working days in which to complete their review and write to the complainant with details of their findings. In exceptional circumstances, where there are clear and justified reasons, this may be extended by a further 10 working days. The decision of the SCO will be final.

### **3. Children and young people**

Where a complaint is raised directly by a child or young person, we will offer to appoint an advocate external to CCS to support them. Alternatively, the child/young person may wish for a parent/carer to advocate on their behalf.

### **4. Vexatious and malicious complaints**

In some instances, where complaints are found to be malicious, abusive or vexatious, CCS may decide to limit or stop further communication and close the complaint. Any such decisions will only be made following approval by a senior member of staff or trustee who has not been involved in the case.

### **5. How to make a complaint**

We encourage service users to raise a complaint with the member of staff/team they have been dealing with. This helps ensure the complaint can be dealt with promptly at Stage 1 and a satisfactory outcome achieved for all parties. Alternatively, complaints can be made by contacting CCS as follows:

**Email:**

[info@cathchild.org.uk](mailto:info@cathchild.org.uk)

**Telephone:**

020 8969 5305

**Post:**

Catholic Children's Society  
73 St Charles Square  
London  
W10 6EJ