

Southport & Formby Cancer Information & Support Centre CIC
29 Wright Street, Southport, PR9 0TL
A Community Interest Company - No: 10765206

COMPLAINTS POLICY

Updated: February 2023

Review Date: February 2024

The Complaints Policy intends to encourage and where necessary redress the level of satisfaction offered by the centre to its service users by welcoming and identifying areas needing further improvement. It acknowledges that although it strives to provide a high-quality service, sometimes they may not always get it right and would value comments and complaints from service users to enable them to review and enhance their service.

This policy encourages where possible any issues raised to be resolved amicably and informally in the first instance. If this is not possible the complaints procedure should be referred to.

Should a complainant require assistance in making a complaint verbally or in writing the policy notes, help can be provided to identify an independent person to assist in this way.

Procedure

1. The Complaints Procedure for the centre provides a formal mechanism to guide staff in how to formally respond to a complaint.
2. All formal complaints regarding the action of any person in the Centre or the service provided should be made to the Centre Manager.
3. If a complainant wants help in making a complaint either verbally or in writing help can be given, if needed, to identify an independent person to assist.
4. A complaint will be formally acknowledged within 5 working days, in writing and the next steps outlined.
5. The Centre Manager will institute an investigation into a complaint, speaking formally to personnel involved and will respond to the complainant with the first stage findings within 10 working days. Any delay in this process will be explained to the complainant.
6. If a complainant is not satisfied with the response he/she must inform the Centre Manager who will in turn inform the CIC Directors within 28 days. The CIC Directors will then review the complaint and the Centre Manager's response. The complainant will receive a response within 28 days. Any delay in this process will be explained to the complainant.

7. If at the end of this process the complainant is still not satisfied he/she is at liberty to contact the CIC Regulator with whom the CIC is registered.
8. Any member of staff or volunteer against whom a complaint is made, will be kept informed and have an opportunity for their views to be taken into consideration under interview, with rights to having an independent person present.
9. If the complaint relates to the counselling service received at the centre the complainant can follow the Complaints Procedure with the British Association for Counselling and Psychotherapy with which all counsellors and student counsellors working within the centre are a member of.
10. Written records of complaints will be kept. All such records will comply General Data Protection Regulations 2018.