



Unique Contact and Community Services

Complaint and Compliment Policy

Unique Contact and Community Services (UCCS) aims to provide the best service to their service users. However, it is expected that there may be occasions when service users feel that the quality of service is not according to their expectations.

UCCS hopes to resolve any day-to-day concerns informally and as soon as possible. Firstly, UCCS asks the complainant to highlight any difficulties by discussing to the responsible person. However, if they feel that this attempt has not worked, they may wish to make a complaint.

Complaint

- i. Set out the complaint so that the complainant can be sure it has been understood.
- ii. Describe the event and circumstances surrounding them.
- iii. Say whether the complaint is deemed to be fair, giving reasons for the decision. It should be noted that if such an admission could have legal / insurance implications the Director or Chair of the Management Committee or equivalent will have taken legal advice or contacted the insurers before writing.
- iv. Apologise on behalf of UCCS if the complaint is deemed to be fair and explain the steps it has taken to avoid it happening again.
- v. Notify the complainant that if he/she is not happy with this decision, then he/she must notify the Director or Management Committee within 14 days of receiving the reply that he/she wishes to take it further.
- vi. If the complainant wants to have his/her complaint heard at a Management Committee / Board or equivalent of the UCCS, he/she will be entitled to bring a friend who can speak for the complainant, as can the person from UCCS who is subject of the complaint (if appropriate). Three members of the Management Committee shall hear the complaint. Both the complainant and the person against whom the complaint has been made shall be allowed to have their say and all previous written notes and the Chair's investigations shall be



considered. A written decision will be sent to all involved as is described in paragraph 5 a-e.

- vii. If after this procedure has been carried out the complainant is still not happy with the response, they should send a copy of all correspondence to the Chief Executive of National Association of Child Contact Centres (NACCC) so that the NACCC Complaints procedure can be carried out.

Compliments

- i. UCCS welcomes positive comments / feedback from families using its services, referrers, or organisations it is providing support for.
- ii. UCCS will provide feedback forms for parents to complete whilst they are using or when they are about to finish using the services.
- iii. UCCS will acknowledge any positive comments/ feedback by way of a letter or a telephone call.
- iv. UCCS will make its staff aware of positive/negative comments/feedback relating to them as individuals or the service in general.