

Complaints Procedure

How to share your concerns with us

At companions we welcome comments from Parents/carers and other agencies about their concerns. We encourage you to use this guide to make sure we know how you feel.

Introduction to sharing your concerns

When we think about it, 'complaining' is often unsuccessful. This leaflet is our attempt to ensure that when you have a problem, it is dealt with to our mutual satisfaction. 'Companions' seeks to create a successful partnership with parents/carers and other agencies in order that the problems are not stored up until they become bad enough to complain. Let us know early, then we can nip the problem in the bud. Essentially our motto is:

“If you are happy – tell someone else. If you are unhappy – tell us! “

The manner in which we are approached is very important. We all tend to defend ourselves if we are attacked. Or maybe we try to avoid the problem altogether. Neither is likely to lead to a successful result.

We would ask parents/carers and other agencies to 'share concerns' with us rather than complain. We are not trying to stop people from expressing their views. We believe that this approach will lead to a more satisfied response. Indeed, we think that more people will feel able to share their concerns if they are not described as complaints. This will be the last time you see the word 'complaint' in this leaflet!

Procedure

When you have a problem or concern:

- Contact us at the earliest opportunity. This is most often done by phone.

- Tell the member of staff that you have a concern and give him/her the details they need: name, address, phone number, young person's name and the nature of your concern.
- Our staff member will then log your concern, identify who should deal with it, tell who this person should be and contact this person for you. During lesson times (because of the timetable commitments, which are our first priority) this may not always be possible immediately. At this stage the staff member will also let you know who to contact if you are unhappy with the way that your concern has been dealt with.
- When the right person is not available we guarantee that they or someone appropriate will ring back within 24 hours. They should then deal with your concern.
- When you have been through this process, if you are still concerned then should contact the Registered Manager or Registered Provider. (Details overleaf).
- If you still feel that your complaint is not being dealt with appropriately you may wish to contact Ofsted. (Details overleaf)

'Companions' is committed to improving the service we provide to you and to our young people. By using this system you will be helping us to achieve our target.



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Compliments

It is always nice to receive compliments. If you
Would like to pay us a compliment please
Write this overleaf.

Thank you.

Please write your compliment or complaint
On the reverse side of the front & back pages
and forward to address overleaf, if you
would like Ofsted to hear your views please
forward a copy to the bottom address
(Manchester)

Companions

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Complaints & Compliments Procedure

Visitors/Carers/Parents/General Public

'Companions' is committed to safeguarding & promoting the welfare of children & young people & expects all staff & volunteers to share this commitment

