



Children in Wales  
Plant yng Nghymru

## Complaints, Compliments & Suggestions Policy

At Children in Wales we want to make sure that you are happy with the way we are doing things. If there's something that you don't think we've done right, or you feel that you've been mistreated in some way, please let us know. Equally, we welcome your suggestions and, if you've been particularly pleased with the way we've acted or with an individual member of staff's work, we'd love to hear from you. This guide gives you the information you need to do this.

This policy is available in English and Welsh. Download it from our website, or call us on 029 2034 2434.

### Who should use this policy and when

This policy is designed to be used by anyone who has a suggestion or is dissatisfied or has a complaint about a shortcoming or breach in service standards relating to any aspect of work or services provided by Children in Wales or its representatives. It also covers any complaints or compliments about a member of Children in Wales' staff, volunteers, associates or Trustees.

If you have a complaint relating to an *accredited* training course you attended, there is a separate procedure that applies. This can be found on our website or we can forward you a copy. Just call our offices on 029 2034 2434.

If you would like to raise an issue in relation to the Independent Review Mechanism, there is a separate procedure to follow. This can be found at [www.irm.cymru](http://www.irm.cymru).

### The Procedure

If you contact us to make a complaint, give a compliment or make a suggestion we will collect information from you, including your personal data. This will allow us to handle and investigate your complaint, or consider your suggestion, and keep you informed of the progress and the outcome. Under the General Data Protection Regulations 2018, we are allowed to process your personal data as this is necessary for the purposes of our legitimate interests.

We will store your personal data securely and no third parties will have access to your information unless the law allows them to do so. However, if you make a complaint about a member of staff, we may have to disclose your identity to them. This is so we can clearly explain to them what you think has gone wrong and if necessary, advise them how to put it right.

If you don't want information that identifies you to be shared with the member of staff you want to complain about, we'll try to respect that. However, it is not always possible to handle a complaint on an anonymous basis so we will contact you to discuss this.

If you wish, you can make a complaint, suggestion or compliment anonymously. We will of course, still need details of a complaint, but you can choose to provide some or none of your personal details. We will still process and investigate any complaint and store this securely on file, along with any outcomes, for a period of six years.

However, if you do choose to complain anonymously, this may hinder our ability to obtain further details, understand the full circumstances or to investigate further. We will also not be able to provide you with any progress updates or outcomes of the investigation.

There is a specific procedure in place to enable us to deal with complaints, and this is set out below. If you'd like to make a suggestion or a compliment, you'd be very welcome to either speak to any member of our staff in person or by phone, or write to us at [info@childreninwales.org.uk](mailto:info@childreninwales.org.uk) or to our address. We'll make sure that your compliment is passed to the appropriate member of staff or the team, and we'll consider your suggestions carefully.

There are three stages set out within this policy to enable any complaints to be handled appropriately. In the majority of cases, complaints will be resolved swiftly and satisfactorily through informal means, at stage one. A flow chart which describes this process can be found at the end of this document.

### **Stage One** **Discussing a complaint**

Most complaints are resolved quickly and informally, through discussions.

Complaints at this stage may be made by phone to 029 2034 2434 or in person to any member of Children in Wales' staff, volunteers or Trustees at either of our offices or at any of our events or activities.

If informal discussions do not resolve the matter, the complaint can be taken to Stage Two.

### **Stage Two** **Submitting a written (or formal) complaint**

Written complaints may be sent to the Complaints Officer, Children in Wales, 25 Windsor Place, Cardiff, CF10 3BZ or by email (via the Administration Manager) at [complaint.compliment@childreninwales.org.uk](mailto:complaint.compliment@childreninwales.org.uk). If you prefer, you may access a form to complete or telephone the office and ask for a member of staff to go through the questions listed below. You may then be sent a transcription of this conversation and asked to sign a copy for our records.

Written complaints should include:

- The full name of the person making the complaint
- Address and postcode
- Email address, if applicable
- Daytime contact telephone number
- An indication of the preferred method of contact
- A description of the complaint and how it has affected you
- Any suggestions you have for how you would like the complaint to be resolved
- The date of the complaint
- A note as to whether you have already reported your complaint verbally, to whom and when
- Any documents that might support your complaint

You will receive an acknowledgement of your complaint within five working days of its receipt at our offices confirming that we have begun to investigate. The acknowledgement should say who is dealing with the complaint and when you can expect a reply. A copy of this complaints procedure should be attached.

We will aim to resolve your complaint and respond to you in full within a further 28 working days. If it becomes clear that additional time is required to carry out an investigation, we will contact you and agree an extension to this.

If you are still not happy with our response to you, you can make an appeal at Stage Three.

### **Stage Three Appeal Stage**

A letter describing your complaint in full, along with details showing that we have tried to resolve it for you at stages one and two and an indication of why you are not satisfied with the outcomes, should be sent to the Chair of Trustee Board, Children in Wales, 25 Windsor Place, Cardiff CF10 3BZ. This appeal must be sent within 10 working days of your receipt of our final correspondence to you.

The Chair of Trustees will consider your complaint and respond to you within 28 working days of its receipt. The Chair's decision is final.

If your complaint relates to the way in which we have handled your personal information (or data), you can write to the Information Commissioner's Office, details of which can be found at [www.ico.org.uk](http://www.ico.org.uk).

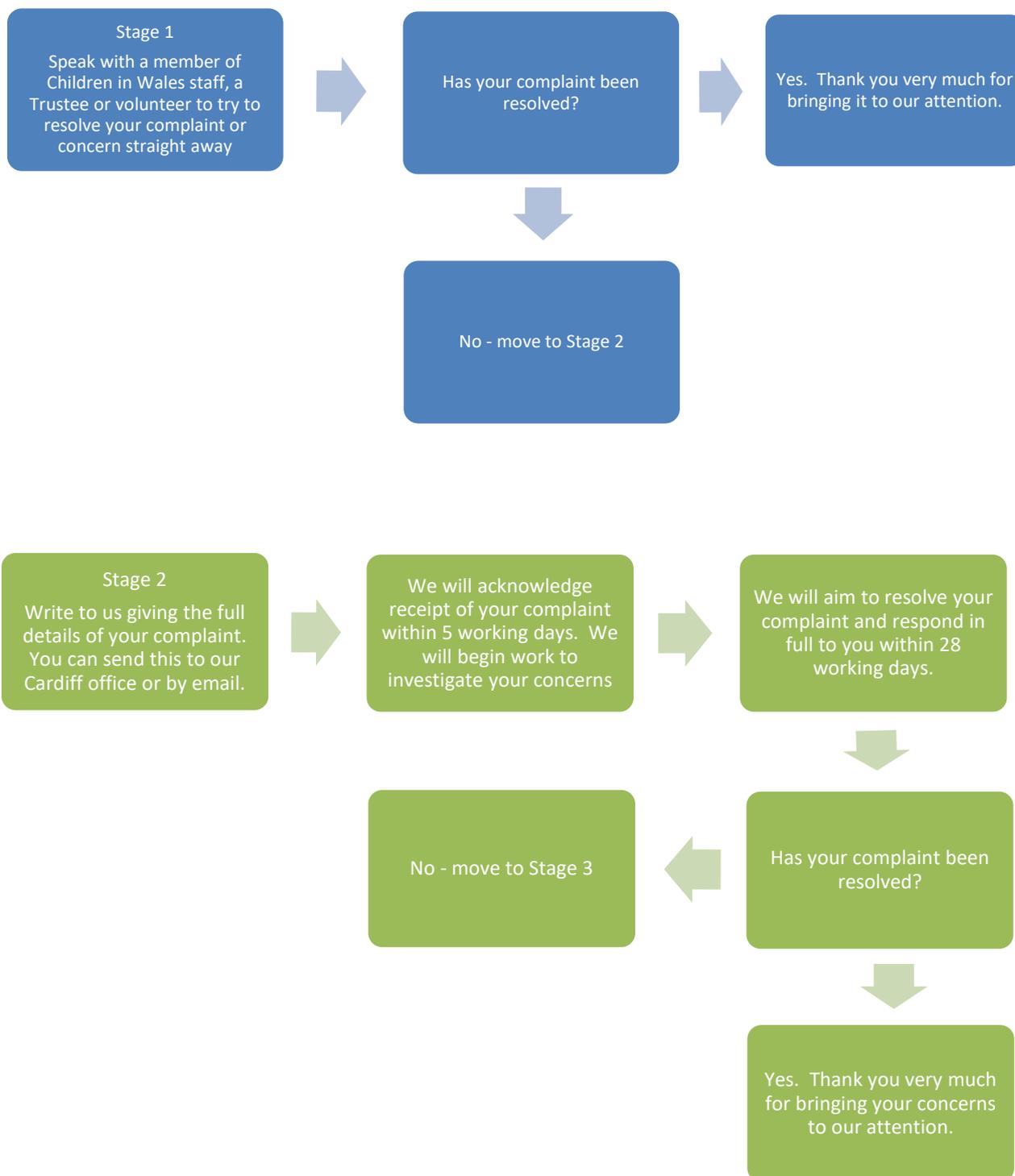
### **What we do when we receive a complaint**

We take all complaints very seriously and aim to resolve them swiftly and to everyone's satisfaction. If we find that there is a need to change the way we do things we'll review our procedures and improve them as necessary. In order to ensure that we can improve things and to monitor progress, we will keep a record of complaints that are received, including those at Stage One. Our Management Team will discuss

every complaint as and when we receive it, and our Trustee Board reviews formal complaints at regular intervals. We securely keep a record of all complaints for a period of 6 years.

## How we will respond to your complaint

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### Stage 3 – Appeal Process

If you are still not satisfied with the outcome of your complaint, you can write to the Chair of our Trustee Board. You must do this within 10 working days of our final correspondence to you.



The Chair of the Trustee Board will consider your complaint and respond to you within 28 working days. Their decision is final.

- **Complaints about how we've used your data**

If your complaint is related to the way in which we have used information about you, you can take it further by contacting the Information Commissioner's Office. You can do this via [www.ico.org.uk](http://www.ico.org.uk)

