

Complaints Policy and Procedure

Capa First Response CIC

Created: September 2022

Reviewed and Updated: May 2026

Next Review: May 2027

1. Purpose

Capa First Response CIC welcomes feedback, comments, concerns and complaints as an important part of learning, accountability and service improvement.

We are committed to providing safe, respectful and high-quality services to families, professionals, partners and the wider community.

We recognise that occasionally people may be unhappy with an aspect of our work and we encourage concerns to be raised so they can be addressed fairly, openly and promptly.

We view complaints as an opportunity to:

- listen and learn
- improve services
- strengthen relationships
- improve accountability
- identify areas for organisational development

2. Scope

This policy applies to complaints made by:

- parents, carers and family members
- children and young people where appropriate
- professionals
- commissioners and partner organisations
- training participants

- volunteers
- supporters and donors
- members of the public

This policy applies to complaints relating to:

- services delivered by Capa
- staff, volunteers or associates acting on behalf of Capa
- online and remote services
- organisational decisions or actions
- standards of service

3. What Is a Complaint?

A complaint is an expression of dissatisfaction about:

- the quality of a service
- a decision made by Capa
- the behaviour of a member of staff, volunteer or associate
- a failure to provide a service
- delays, communication or administration issues
- actions taken, or not taken, by Capa

A complaint is different from:

- general feedback
- suggestions
- safeguarding concerns
- whistleblowing concerns
- employment grievances

These may be managed through separate procedures.

4. Our Commitment

When responding to complaints we will:

- listen respectfully
- act fairly and objectively

- maintain confidentiality where possible
- keep accurate records
- communicate clearly
- seek timely resolution
- learn from complaints

Making a complaint will not negatively affect a person's ability to access Capa services unless there are safety, safeguarding or conduct concerns requiring action.

5. Accessibility

We recognise that some individuals may require support to make a complaint. Where possible we will make reasonable adjustments including:

- accepting complaints in different formats
- supporting individuals who have communication difficulties
- considering neurodivergent needs
- considering language and accessibility needs
- accepting support from advocates where appropriate

6. Informal Resolution

Where appropriate, concerns should first be raised with the relevant member of staff or the Chief Executive Officer.

Many issues can be resolved quickly through discussion and clarification.

Informal concerns will be treated seriously and handled respectfully.

7. Formal Complaints Procedure

Stage 1 Formal Complaint

If the issue cannot be resolved informally, a formal complaint should be submitted in writing.

Complaints should be clearly marked:

Private and Confidential



Complaints should be sent to:

Chief Executive Officer

jane@capafirstresponse.org

If the complaint concerns the Chief Executive Officer, it should be sent directly to:

Chair of Directors

Interim Chair Zoe Morrison - zoemorrisonwork@gmail.com

Stage 2 Acknowledgement

The complaint will be acknowledged within 7 working days of receipt.

The acknowledgement will confirm:

- receipt of the complaint
- who is investigating
- expected timescales
- any further information required

Stage 3 Investigation

The Chief Executive Officer (or Chair where appropriate) will investigate the complaint.

This may include:

- reviewing records
- speaking with relevant individuals
- obtaining written statements
- reviewing policies or procedures

Investigations will be conducted fairly, proportionately and confidentially.

Stage 4 Outcome

A written response will normally be provided within 21 working days.

Where additional time is required, the complainant will be informed and provided with an updated timescale.

Outcomes may include:

- explanation or clarification

- apology
- service improvement actions
- recommendations for future practice
- confirmation that no further action is required

8. Appeal Process

If the complainant remains dissatisfied, they may request a review by the Board of Directors.

Requests for review should be submitted within 14 working days of receiving the outcome.

A panel of at least two Directors and a member of staff, or peer advisory board who have not previously been involved in the complaint, will review the matter.

The panel may:

- review documentation
- request further information
- invite the complainant to attend a meeting
- invite staff members where appropriate

Complainants may be accompanied by a friend, advocate or supporter.

The panel's decision will normally be communicated within 21 working days and will be final.

9. Complaints Involving Safeguarding

Where a complaint includes safeguarding concerns relating to a child, adult at risk or staff member, safeguarding procedures will take precedence.

The complaint may therefore be managed alongside safeguarding processes.

10. Recording and Monitoring

Capa will maintain a secure complaints register containing:

- date received
- nature of complaint
- actions taken

- outcome
- learning identified

Records will be managed in accordance with data protection legislation.

11. Learning and Improvement

The Chief Executive Officer will provide an annual report to the Board of Directors summarising:

- number of complaints received
- themes identified
- outcomes
- learning points
- actions taken to improve services

Complaints will be used as part of Capa's continuous improvement and quality assurance processes.

12. Related Policies

This policy should be read alongside:

- Safeguarding Policy
- Whistleblowing Policy
- Equality, Diversity and Inclusion Policy
- Data Protection and Confidentiality Policies
- Online Service Safety and Governance Procedures

13. Approval and Review

This policy has been approved by the Board of Directors of Capa First Response CIC and will be reviewed annually or sooner if required.

END.